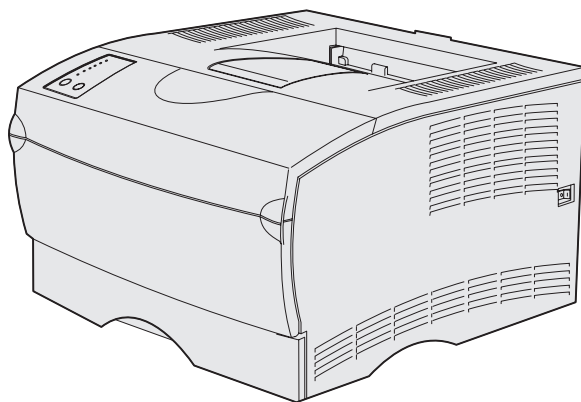


Dell™ Workgroup Laser Printer S2500

# Owner's Manual

## Look Inside For:

- Setting Up Your Printer



# Order toner cartridges

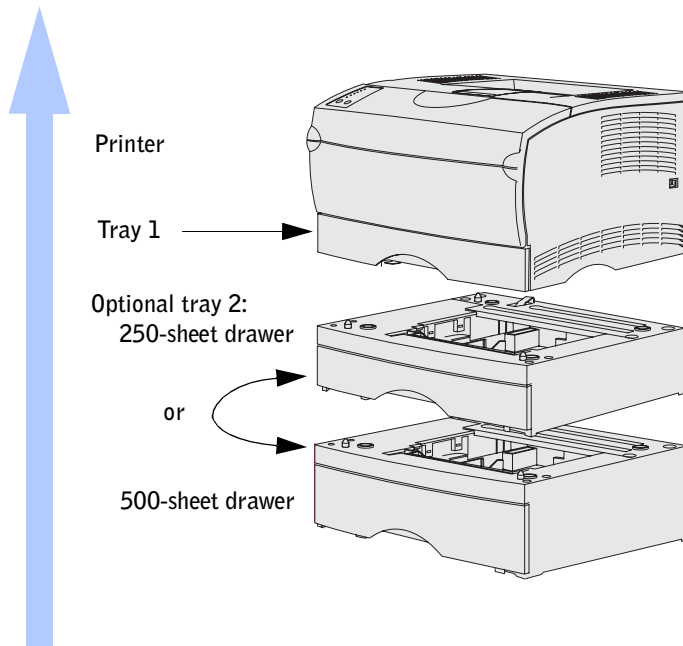
Dell™ toner cartridges are available only through Dell. You can order toner cartridges online at [www.dell.com/supplies](http://www.dell.com/supplies) or by phone.

---

<b>USA</b>	877-465-2968 (877-Ink2You)
<b>Canada</b>	877-501-4803
<b>Mexico</b>	001-800-210-7607
<b>Puerto Rico</b>	800-805-7545
<b>UK</b>	0870 907 4574
<b>Ireland</b>	1850 707 407
<b>France</b>	0825387247
<b>Italy</b>	800602705
<b>Spain</b>	902120385
<b>Germany</b>	0800 2873355
<b>Austria</b>	08 20 - 24 05 30 35
<b>Netherlands</b>	020 - 674 4881
<b>Belgium</b>	02.713 1590
<b>Sweden</b>	08 587 705 81
<b>Norway</b>	231622 64
<b>Denmark</b>	3287 5215
<b>Finland</b>	09 2533 1411
<b>Switzerland</b>	0848 801 888

---

## Dell™ Workgroup Laser Printer S2500



## Accessing your User's Guide

To access your Dell Workgroup Laser Printer S2500 *User's Guide*, click **Start** → **Programs** → **Dell Printer** → **Dell Laser Printer S2500** → **User's Guide**.

# Notes, Notices, and Cautions



**NOTE:** A NOTE indicates important information that helps you make better use of your computer.



**NOTICE:** A NOTICE indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.



**CAUTION:** A CAUTION indicates a potential for property damage, personal injury, or death.

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## **FCC emissions information**

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. Refer to the *Drivers and Utilities* CD for details.

## **CAUTION: Safety instructions**

- Your product uses a laser.

### **CAUTION: Use of controls or adjustments or performance of procedures other than those specified herein may result in hazardous radiation exposure.**

- Your product uses a printing process that heats the print media, and heat can cause certain media to release emissions. You must understand the section in your operating instructions that discusses the guidelines for selecting appropriate print media to avoid the possibility of harmful emissions.

### **CAUTION: If your product is *not* marked with this symbol , it *must* be connected to an electrical outlet that is properly grounded.**

- The power cord must be connected to an electrical outlet that is near the product and easily accessible.
- Refer service or repairs, other than those described in the operating instructions, to a professional service person.
- This product is designed to meet safety standards with the use of specific Dell-authorized components. The safety features of some parts may not always be obvious. Dell disclaims liability associated with use of non-Dell-authorized components.



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## SECTION 1

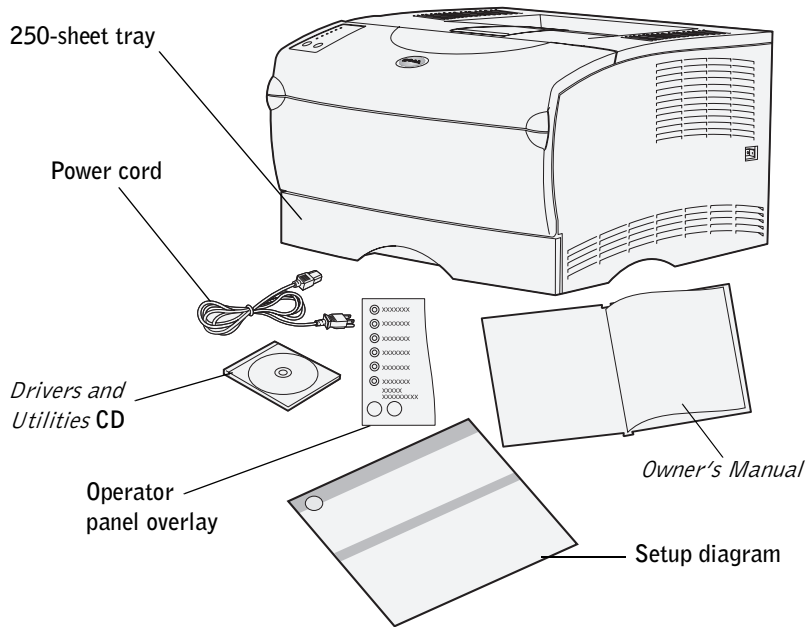
# Unpack the printer

---

**NOTICE:** Allow at least 7.62 cm (3 in.) clearance on the right side of the printer for the cooling fan to function properly.

Select a well ventilated location for your printer that provides room for the trays, cover, and doors. Choose a firm, level surface away from direct airflow and temperature extremes.

Remove all items from the box. Make sure you have the following items:



- Setup diagram
- Printer with one 250-sheet tray
- Power cord
- Print cartridge (shipped inside printer, wrapped in packaging)
- *Owner's Manual*
- *Drivers and Utilities CD*
- Operator panel overlay (non-English only)

If any items are missing or damaged, contact Dell at [www.support.dell.com](http://www.support.dell.com) for assistance.

Save the carton and packing material in case you need to repack the printer.

SECTION 2

# **Install the optional drawer**

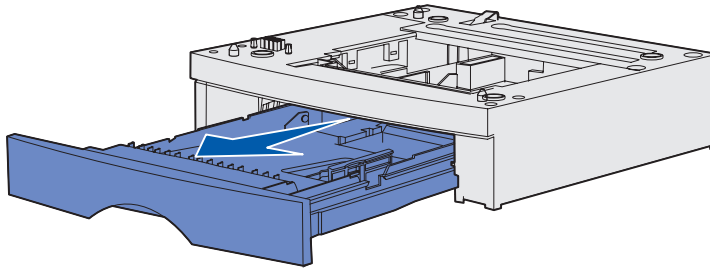
---

**⚠ CAUTION:** If you are adding an optional drawer sometime after setting up the printer, be sure to turn the printer off, unplug the power cord, and disconnect all cables from the back of the printer before completing these tasks.

To increase paper capacity, you can purchase one optional 250-sheet drawer or one optional 500-sheet drawer. A drawer consists of a base and a tray.

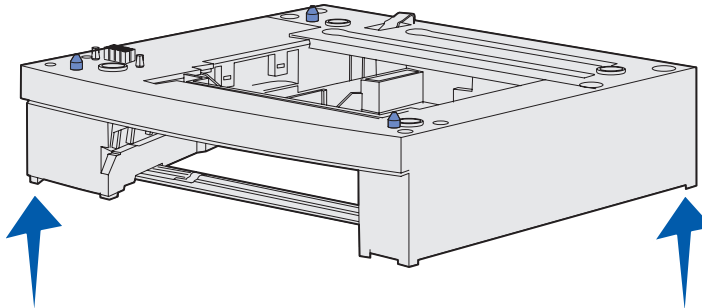
If you ordered an optional drawer, follow the instructions below to install it.

- 1 Remove all packing material and tape from the base.
- 2 Pull the tray out of the base.



Remove any packing material and tape from the tray.

- 3 Grasp the base on each side at opposite corners and move it to the location selected for the printer.



- 4 Reinstall the tray. Push it fully into the printer.

SECTION 3
-----------

## **Prepare the printer**

---

Positioning the printer

Raising the paper rest

Attaching an operator panel overlay

## Positioning the printer

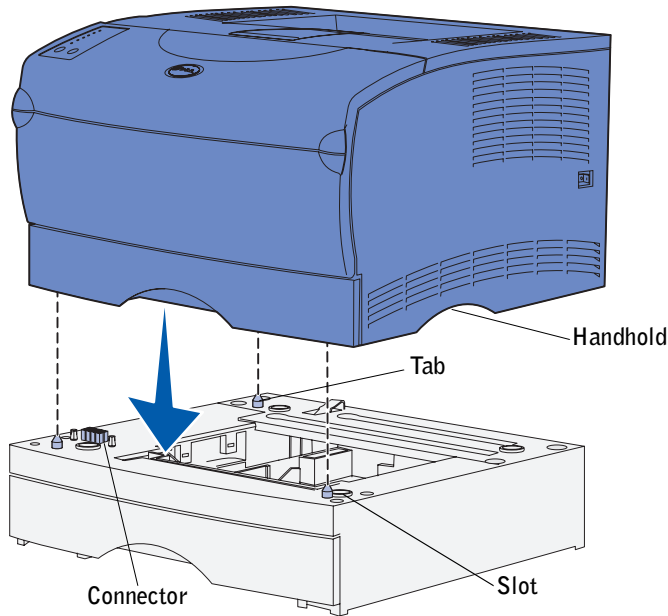
Once you have selected a location and positioned an optional drawer (if you have one), you are ready to position the printer.

**NOTE:** If you have optional memory to install, leave clearance on the left side of the printer.

Lift the printer by the recessed handholds on both sides, and place it on the table or optional drawer.

To position the printer on an optional drawer:

- 1 Align the tabs, slots, and connector on the drawer with the underside of the printer.

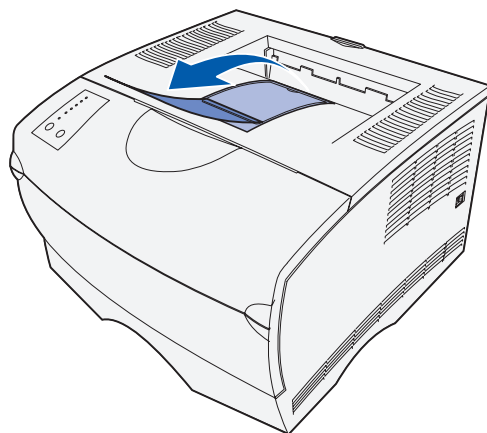


- 2 Lower the printer into place. Make sure it is seated securely on the drawer.



## Raising the paper rest

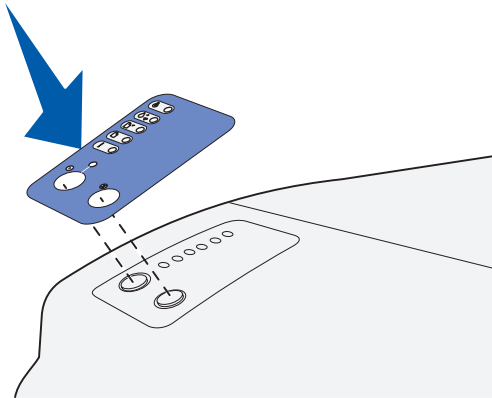
The paper rest holds printed jobs at an angle to keep them from sliding out of the output bin. Pull the paper rest forward to raise it.



## Attaching an operator panel overlay

If English is not your preferred language and your printer shipped with an operator panel overlay, attach the overlay that has the appropriately translated light and button names:

- 1 Peel the protective backing off the overlay.
- 2 Align the holes in the overlay with the lights and buttons on the operator panel, and then press the overlay into place.



SECTION 4

# **Install optional memory cards**

---

Removing the side cover

Removing the shield

Installing a memory card

Reattaching the shield

Reattaching the side cover

**⚠ CAUTION:** If you are installing memory cards sometime after setting up the printer, turn the printer off and unplug the power cord before continuing.

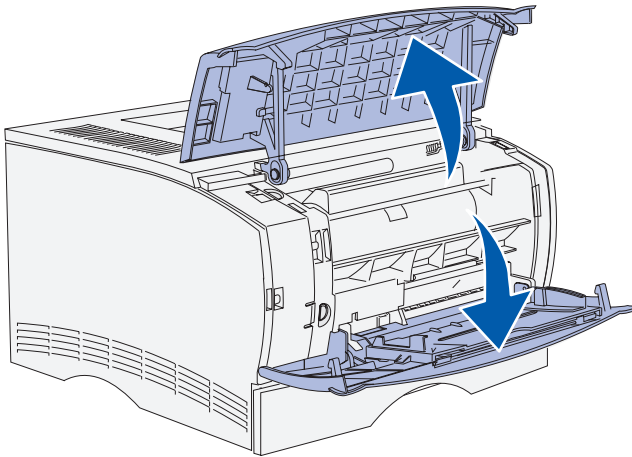
**🔧 NOTE:** Memory options designed for other Dell printers may not work with your printer.

Your printer has two memory connectors for optional memory cards. You can install any combination of printer memory and flash memory cards in the connectors. However, the printer only recognizes one flash memory card at a time.

You need a small Phillips screwdriver to install memory cards.

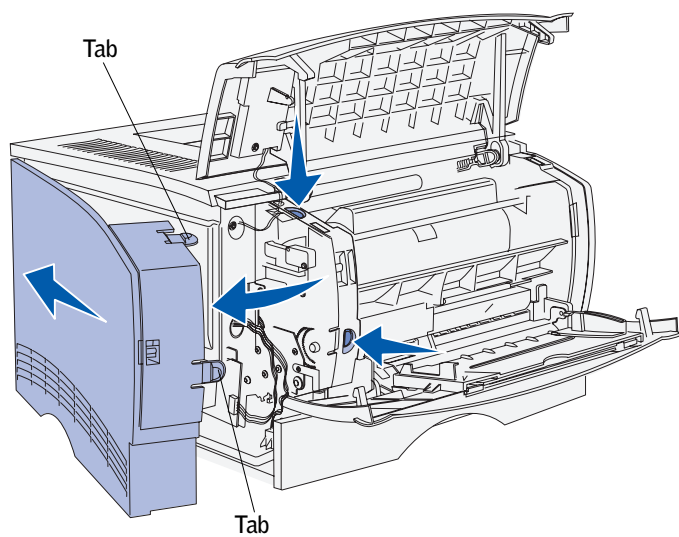
## Removing the side cover

- 1 Open the upper front door and the multipurpose feeder door.



- 2 Firmly press on the two tabs simultaneously to free them from their slots.

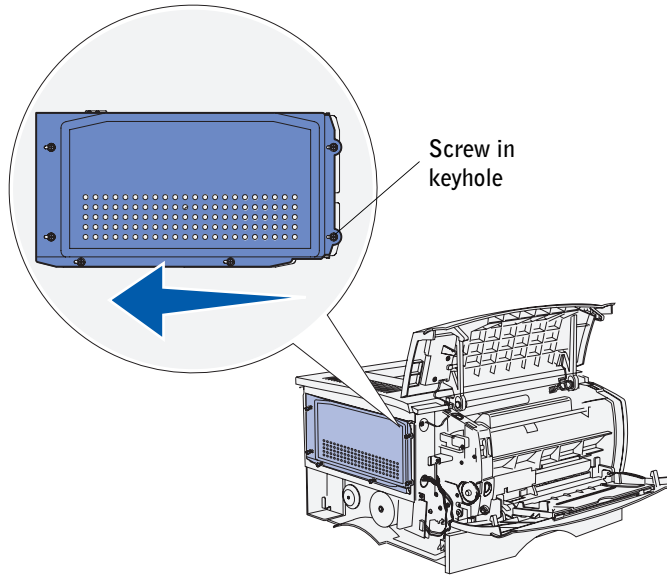
- 3** Slide the side cover off of the back of the printer as you swing it out to remove it.



- 4** Set the cover aside.

## Removing the shield

- 1 Loosen the six screws.  
Do not remove them completely.



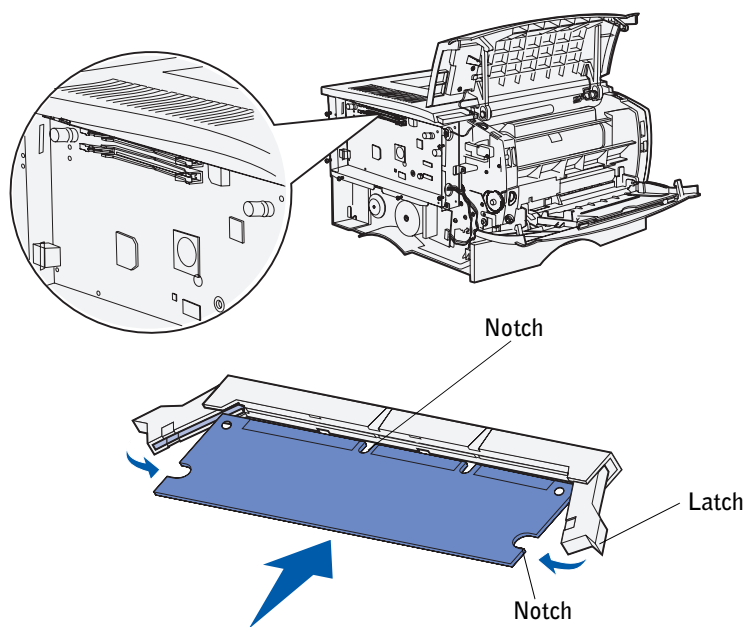
- 2 Slide the shield to the left until the screws fit into the keyholes on the cover.
- 3 Pull the shield straight out, and set it aside.

# Installing a memory card

Follow the instructions in this section to install either a printer memory card or a flash memory card. Memory cards must have 100-pin connectors.

**NOTICE:** Memory cards are easily damaged by static electricity. Touch something metal on the printer before you touch a card.

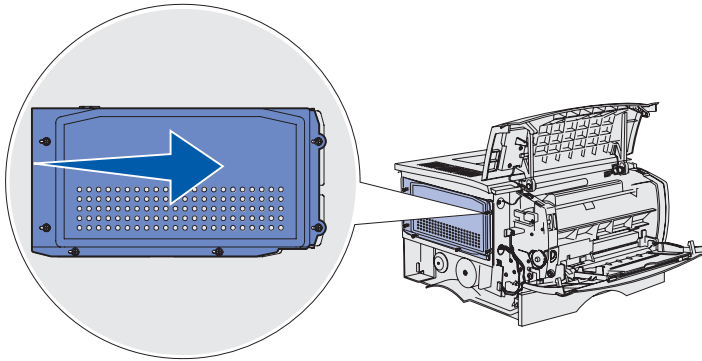
- 1 Unpack the memory card.  
Avoid touching the connection points along the edge of the card. Save the packaging.
- 2 Push open the latches on both sides of the memory connector you want to use.
- 3 Align the notches on the card with the notches on the connector.
- 4 Push the memory card firmly into the connector until the latches on either end of the connector *snap* into place.  
It may require some force to fully seat the card.
- 5 Make sure each latch fits over the notch on the end of the card.



## Reattaching the shield

After installing your memory cards, you must reattach the shield.

- 1 Align the six keyholes on the shield with the six screws on the system board.
- 2 Press the shield against the system board, and then slide the shield to the right.



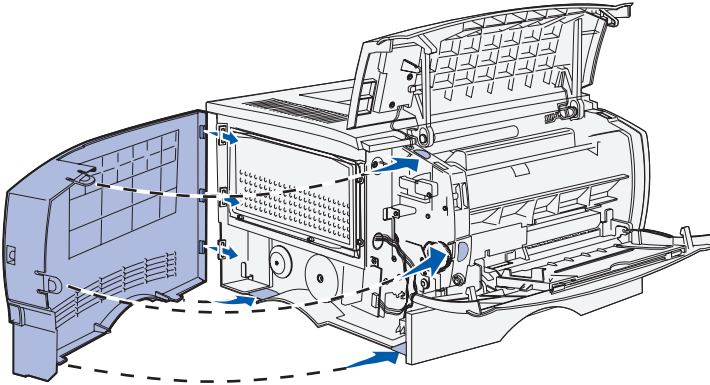
- 3 Tighten the six screws.



## Reattaching the side cover

- 1 Align the three rear tabs on the side cover with the corresponding slots on the printer.
- 2 Guide the tabs on the top, bottom, and front of the cover into their corresponding slots.

The top and front tabs *snap* into place.



- 3 Close the upper front door and the multipurpose feeder door.  
Make sure both doors *snap* closed on both sides.



SECTION 5

# **Install printer supplies**

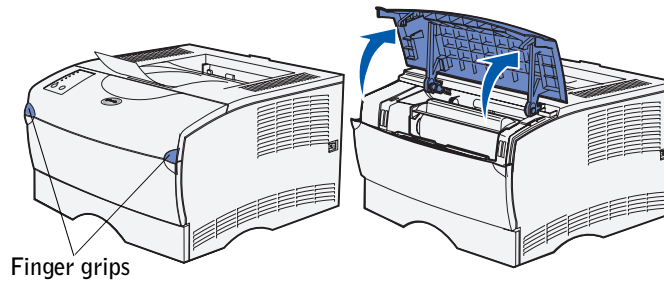
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Removing the packaging

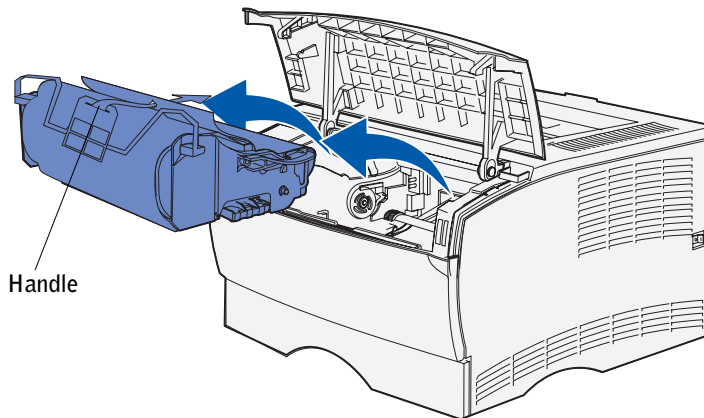
Installing the print cartridge

## Removing the packaging

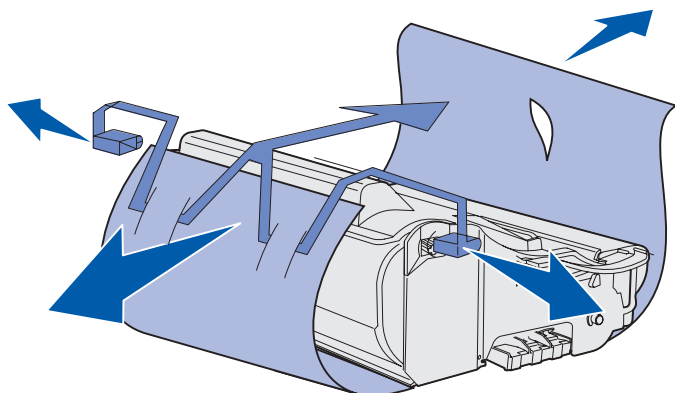
- 1 Open the upper front door.



- 2 Grasp the print cartridge by the handle. Lift the cartridge out of the printer.

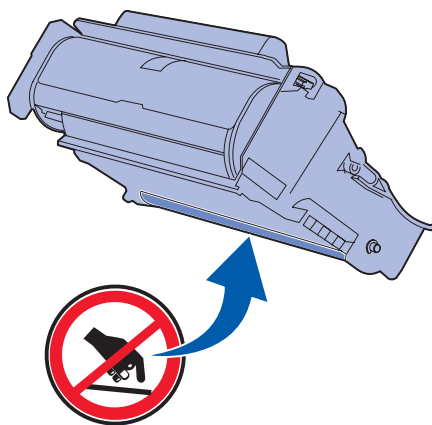


- 3 Remove the packaging material from the cartridge.



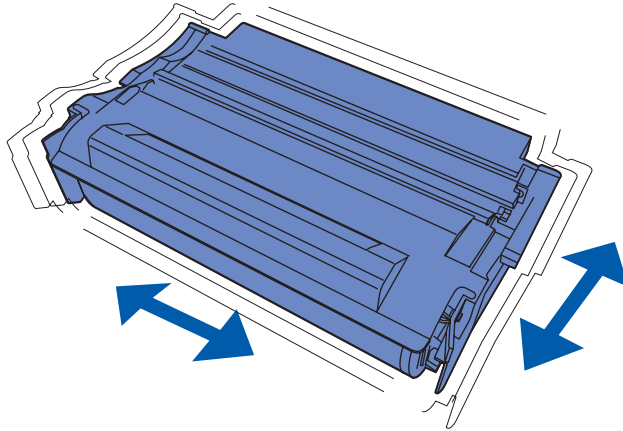
Retain the packaging material.

- ➡ **NOTICE:** Do not touch the photoconductor drum on the bottom of the print cartridge.

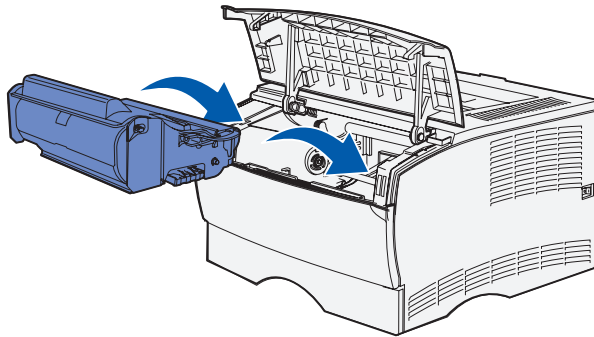


## Installing the print cartridge

- 1 Hold the print cartridge by the handle and gently shake it to distribute the toner.



- 2 Install the print cartridge:



- a Grasp the print cartridge by the handle.
  - b Align the tabs on each side of the print cartridge with the slots on each side of the print cartridge cradle.
  - c Slide the print cartridge into the printer until it *snaps* into place.
- 3 Close the upper front door.  
Make sure the door *snaps* closed on both sides, or the printer will not function properly.

SECTION 6
-----------

## **Load paper**

---

Loading the trays

Loading the multipurpose feeder

Your printer has a standard tray with a capacity of 250 sheets. You can increase the total printer sheet capacity (including the multipurpose feeder) to either 600 or 850 sheets if you install one of the optional drawers.

The following table includes supported print media sizes and types, and page numbers where you can find loading instructions.

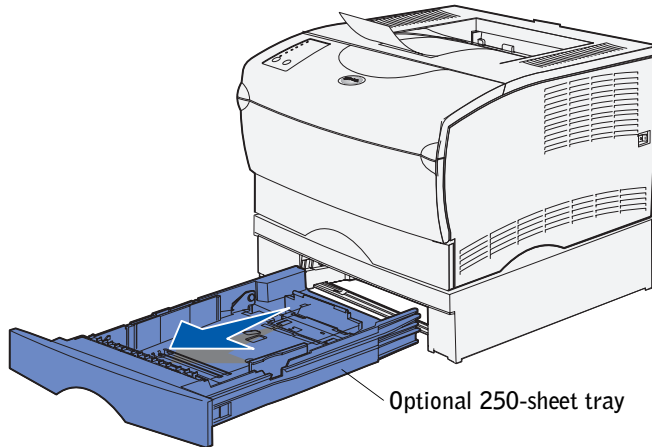
Source	Capacity	Sizes supported	Types supported	Go to page...
Tray 1	250	A4, A5, JIS B5, folio, letter, legal, executive, statement	Paper, paper labels, transparencies	33
Optional 250-sheet tray	250	A4, A5, JIS B5, folio, letter, legal, executive, statement	Paper only	33
Optional 500-sheet tray	500	A4, JIS B5, folio, letter, legal, executive	Paper only	33
Multipurpose feeder	100	A4, A5, B5, folio, letter, legal, executive, statement	Paper, envelopes, labels, transparencies, card stock	37




# Loading the trays

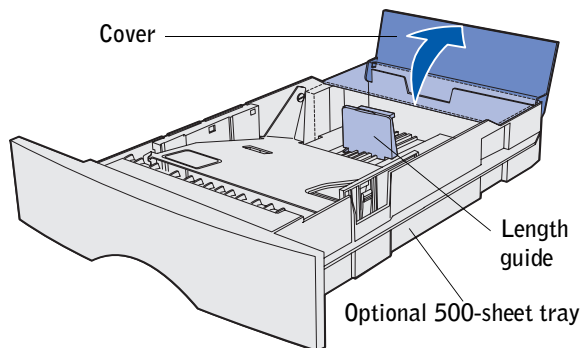
Follow these instructions to load the standard tray and any optional tray.

- 1 Remove the tray.

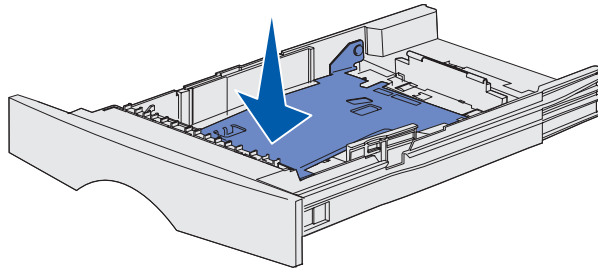



 **NOTE:** The length guide on an optional 500-sheet tray is shaped differently than the length guide on the other trays, but the function is the same.

- 2 If you are loading an optional 500-sheet tray, open the cover.

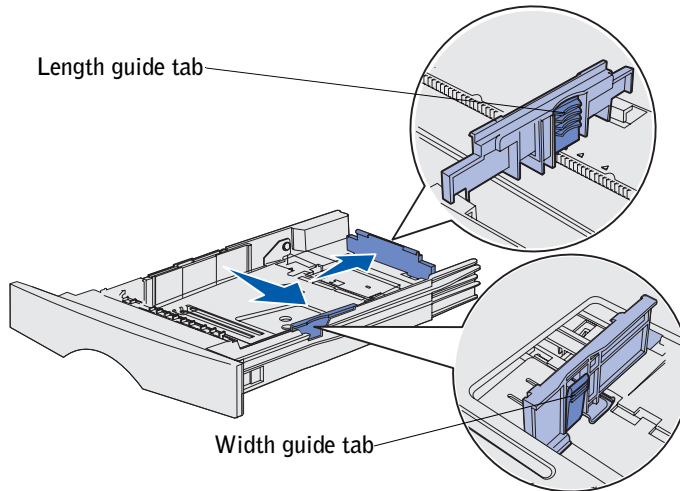


- 3 Press the metal plate down.



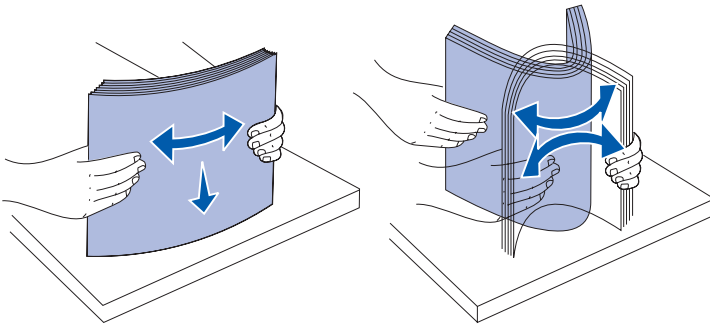
 **NOTE:** For any tray but the optional 500-sheet tray, the length guide extends beyond the end of the tray molding.

- 4 Squeeze the width guide tab and the width guide together, and then slide the guide all the way to the right.




- 5 Squeeze the length guide tab and the length guide together, and then fully extend the guide.

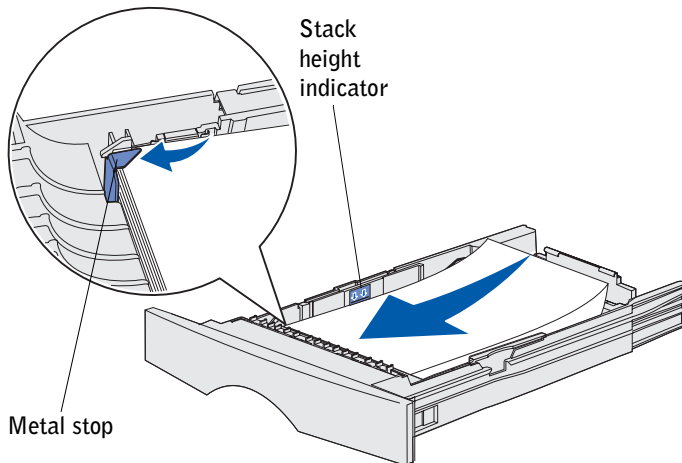
- 6 Flex the sheets back and forth to loosen them, and then fan them.



Do not fold or crease the print media. Straighten the edges of the stack on a level surface.

 **NOTE:** When you load the tray, do not exceed the maximum stack height indicated by the stack height indicator. Overfilling the tray may cause jams.

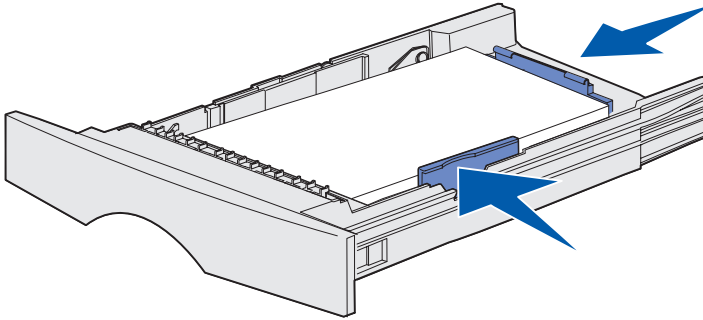
- 7 Place the print media against the left side of the tray, with the print side down and facing the front of the tray.



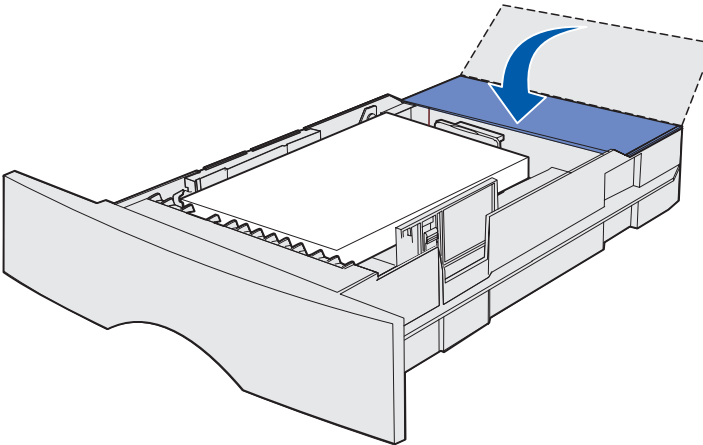
Do not load bent or wrinkled print media.

- 8 Tuck the corner of the print media under the metal stop.

- 9 Squeeze the width guide tab and the width guide together, and then slide the guide to the edge of the print media.



- 10 Squeeze the length guide tab and the length guide together, and then slide the guide to the edge of the print media.
- 11 If you are loading an optional 500-sheet tray, close the cover.



- 12 Reinstall the tray. Push it fully into the printer.

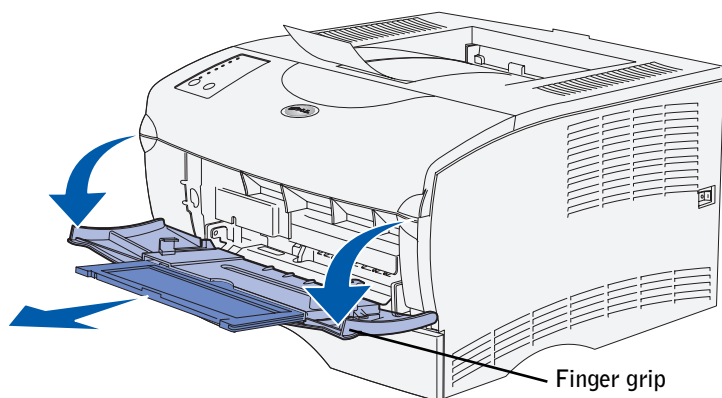
# Loading the multipurpose feeder

The multipurpose feeder can be used in two ways:

- You can load a single type and size of print media such as letterhead in the multipurpose feeder and then use it like any standard paper tray.
- You can use it when you need to print a small quantity of a specific type or size of media, such as transparencies. The printer then prompts you to load the appropriate print media before it prints.

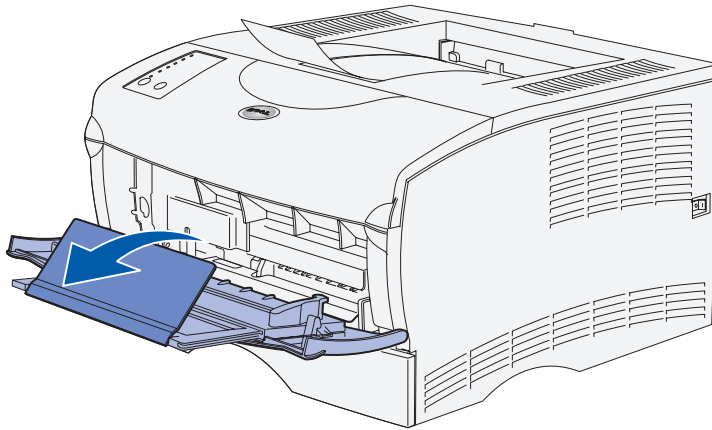
Use the following instructions to load the multipurpose feeder.

- 1** Use the finger grips to pull the door open.

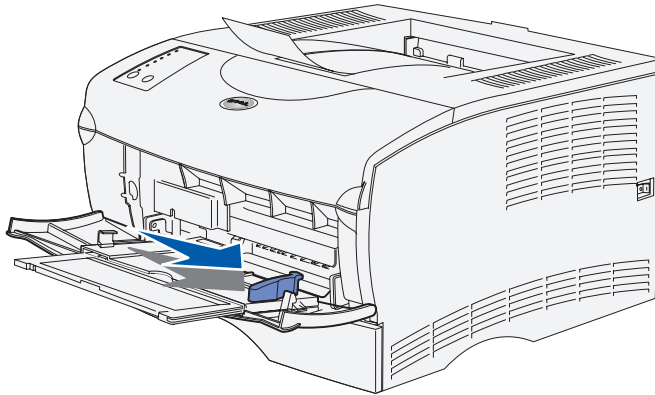


- 2** Pull out the extension.

- 3 Unfold the extension.




- 4 Slide the width guide all the way to the right.

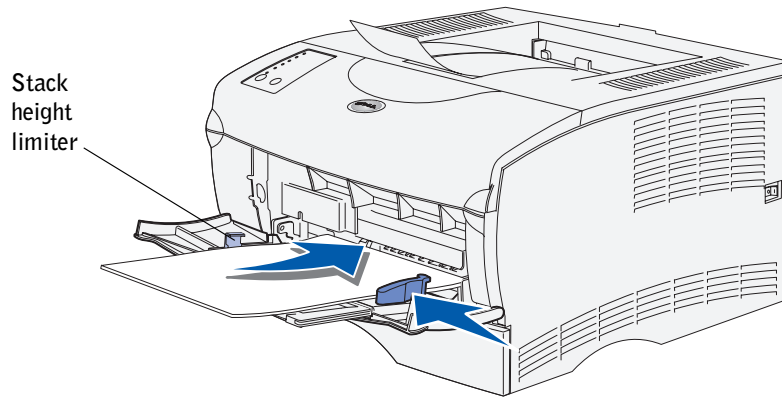


- 5 Flex the sheets back and forth to loosen them, and then fan them.

Do not fold or crease the print media. Straighten the edges of the stack on a level surface.

 **NOTE:** When you load the multipurpose feeder, do not exceed the maximum stack height indicated by the stack height limiter. Overfilling the feeder may cause jams.

- 6 Place the print media against the left side of the multipurpose feeder, with the print side up and facing into the multipurpose feeder.



- 7 Push the print media forward, but do not force it.
- 8 Slide the width guide until it lightly touches the stack of print media.

Refer to the Dell Workgroup Laser Printer S2500 *User's Guide* (Start → Programs → Dell Printers → Dell Laser Printer S2500 → User's Guide) for additional information on loading different types of media such as letterhead, transparencies, card stock, and envelopes.





SECTION 7

# Setting up for local printing

---

Turning on the printer

Software overview

Installing printer drivers

A local printer is a printer attached to your computer using a USB or parallel cable. *If your printer is attached to a network instead of your computer, skip this step and go on to "Setting up for network printing" on page 55.*

All Microsoft® Windows® operating systems support parallel connections. However, only the Windows 98 SE, Windows Me, Windows 2000, and Windows XP operating systems support USB connections.

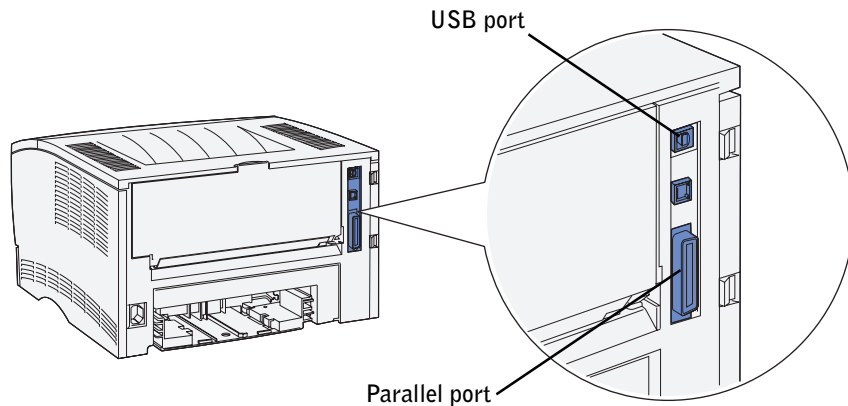
Some UNIX® and Linux computers also support USB connections. Refer to your computer operating system documentation to see if your system supports USB.

To attach the printer to a computer:

- 1** Make sure the printer, computer, and any other attached devices are turned off and unplugged.
- 2** Connect the printer to the computer using a USB or parallel cable, but do not use both.
  - A USB port requires a USB cable. Be sure to match the USB symbol on the cable to the USB symbol on the printer.

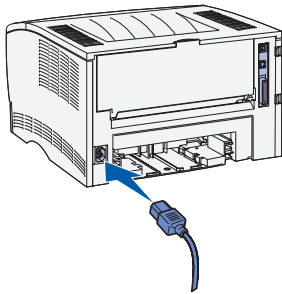
Plug the other end of the cable into a USB port on the back of the computer, not the USB keyboard.

- A parallel port requires an IEEE-1284 compliant parallel cable.



# Turning on the printer

- 1 Plug one end of the printer power cord into the socket at the back of the printer and the other end into a properly grounded outlet.



- 2 Turn on the computer and the printer.

All the operator panel lights cycle while the printer warms up.

After the printer completes its internal tests, only the Ready/Data light is on, indicating the printer is ready to receive jobs.

If the Error light is on, make sure the printer cover is closed. If the lights do not come on at all, make sure the power cord is firmly plugged in.

# Software overview

Use the *Drivers and Utilities* CD that came with your printer to install a combination of software applications, depending on your operating system.

Operating System	Status Monitor	Printing Status Window	Dell Toner Re-order Window	Local Printer Setup Utility	Dell Printer Software Uninstall	Driver Profiler
Windows 95, Windows 98, Windows Me	Y	N	N	Y	Y	Y
Windows NT® 4.0	N	N	N	Y	Y	Y

Operating System	Status Monitor	Printing Status Window	Dell Toner Re-order Window	Local Printer Setup Utility	Dell Printer Software Uninstall	Driver Profiler
Windows 2000, Windows XP	N	Y	Y	Y	Y	Y

**NOTE:** If you purchased your printer and computer separately, you must use the *Drivers and Utilities* CD to install these software applications.

## Status Monitor

The Status Monitor alerts you when an error or warning occurs, for example, when the top cover is open or toner is running low.

The Status Monitor launches when you send a print job to the printer and only appears on the computer screen when an error or warning occurs.

## Printing Status window

The Printing Status window displays the status of the printer (Printer Ready, Printer Offline, and Error-Check Printer) and the name of the job when you send a job to print. The Printing Status window also displays the level of toner so you can:

- Monitor the toner level for your printer.
- Click **Order Toner** to order replacement toner cartridges.  
See "Toner Re-order window" on page 44 for more information.

## Toner Re-order window

The Order Toner Cartridges dialog box can be launched from the Printing Status window, the Programs window, or the desktop icon.

You can order toner by phone or from the Web.

- 1 Click **Start → Programs → Dell Printers → Dell Laser Printer S2500 → Dell Toner Re-Order Application**.  
The Order Toner Cartridges window appears.
- 2 If ordering from the Web:
  - a Choose your printer model from the drop-down list on the screen.

- b** Enter your Dell printer Service Tag number in the field provided. Your Service Tag number is located on your printer.
  - c** Click **Visit Dell's cartridge ordering web site**.
- 3** If ordering by phone, call the number that appears under the **By Telephone** heading.

## **Dell Local Printer Setup Utility**

Use the Dell Local Printer Setup Utility to change and save printer settings not available from the printer driver. When you change these settings, they remain in effect until you make another selection and apply it, or until you restore the original printer settings (called factory default settings). The settings are organized by menu, much like a printer operator panel.

The Dell Local Printer Setup Utility is installed automatically on your computer when you install the Dell printer driver. Click **Start** → **Programs** → **Dell Printers** → **Dell Laser Printer S2500** → **Dell Local Printer Setup Utility**.

## **Dell Printer Software Uninstall**

Use the Uninstall software utility to remove any currently installed printer software or printer objects. You can access the Uninstall software utility two ways:

- 1** Click **Start** → **Settings** → **Printers**.
  - a** Select the printer object to uninstall, and then right-click the mouse.
  - b** Select **Dell Software Uninstall**.
  - c** Select the components to uninstall, and then click **Next**.
  - d** Click **Uninstall Now**.
  - e** Click **OK** when the uninstall is complete.
- 2** Click **Start** → **Programs** → **Dell Printers** → **Dell Laser Printer S2500**.
  - a** Select **Dell Printer Software Uninstall**.
  - b** Select the components to uninstall, and then click **Next**.
  - c** Click **Uninstall Now**.
  - d** Click **OK** when the uninstall is complete.

**Driver Profiler**

Use the Driver Profiler to create driver profiles that contain custom driver settings. A driver profile can contain a group of saved printer driver settings and other data for things such as:

- Print orientation and N-Up (document settings)
- Installation status of an output tray (printer options)
- User-defined paper sizes (custom papers)
- Simple text and watermarks
- Overlay references
- Font references
- Form associations

**Installing printer drivers**

A printer driver is software that lets your computer communicate with your printer.

**If you purchased your Dell printer and computer together**

The printer drivers and utilities described in the Software Overview are automatically installed—you are ready to print!

**If you purchased your Dell printer separately**

To obtain all the features described in the Software Overview, use the *Drivers and Utilities* CD to install them. Use the following table to find the instructions you need for your operating system.

Computer operating system	Go to page ...
Windows XP	47
Windows 2000	48
Windows Me	49
Windows NT 4.x	50
Windows 98	51
Windows 95	52

You need to complete Microsoft's Plug and Play before installing the custom driver from your *Drivers and Utilities* CD.

## Using Windows XP with a USB or parallel cable



**NOTE:** Windows XP Professional requires that you have administrative access to install printer drivers on your computer.

When you attached the cable and turned on the printer, the **Found New Hardware Wizard** appeared on your computer screen.

- 1 Insert the *Drivers and Utilities* CD into your computer.

The Wizard automatically searches for an appropriate driver.

- 2 Scroll through the list of drivers until you see D:\drivers\win\_2000\dkaaal da.inf selected in the Location column. Instead of D:\ you will see the letter of your CD-ROM drive.

- 3 Click **Next**.

The wizard copies all of the necessary files and installs the printer drivers.

- 4 Click **Finish** when the software is installed.

- 5 Launch the *Drivers and Utilities* CD: click **Start** → **Run** and browse your CD drive (for example, type D:\ where D is the drive letter of your CD).

- 6 Select **SETUP.EXE**, and then click **OK**.

- 7 When the Dell *Drivers and Utilities* screen appears, click **Install the printer for Use on this Computer only (Personal Installation)** to install the additional software for your printer.

When all of the files are installed on your computer, the Congratulations screen appears.

- 8 Click **Print a Test Page** to verify printer setup.

- 9 Click **Finish** when the test page prints successfully.

- 10 Close the *Drivers and Utilities* CD screen.

## Using Windows 2000 with a USB or parallel cable

When you attached the cable and turned on the printer and computer, the Found New Hardware Wizard screen appeared on your computer screen.

- 1** Insert the *Drivers and Utilities* CD, and then click **Next**.
- 2** Select **Search for a suitable driver**, and then click **Next**.
- 3** Select **Specify a location only**, and then click **Next**.
- 4** Browse to the location of the printer driver on the *Drivers and Utilities* CD.

D:\Drivers\Win\_2000\

Replace D:\ with the letter of your CD-ROM drive (for example, type D:\ where *D* is the drive letter of your CD).


- 5** Click **Open**, and then click **OK**.
- 6** Click **Next** to install the driver that is displayed.
- 7** Click **Finish** when the software is installed.
- 8** When the Dell Drivers and Utilities screen appears, choose **Install the printer for Use on this Computer only (Personal Installation)** to install the additional software for your printer.

When all the files are installed on your computer, the Congratulations screen appears.

- 9** Click **Print a Test Page** to verify printer setup.
- 10** Click **Finish** when the test page prints successfully.
- 11** Close the *Drivers and Utilities* CD screen.



# Using Windows Me with a USB or parallel cable


 **NOTE:** Depending on the software and printers already installed on your computer, your screens may vary from those in the instructions.

If you attached a USB cable, you must install both a USB port driver and a custom print driver.

When you attached the cable and turned on the printer and computer, the Add New Hardware Wizard screen appeared on your computer screen.

- 1 Insert the *Drivers and Utilities* CD.

The Wizard automatically searches for the USB driver on the CD and installs it.

 **NOTE:** If you are using a parallel cable, skip to step 3.

- 2 After the USB port driver is found, click **Finish**.
- 3 Select **Automatic search for the best driver (recommended)**, and then click **Next**.

The wizard searches for a printer driver.

- 4 Select your printer and driver from the list on the screen, and then click **OK**. Use the following table to identify the driver for your language.

If your computer uses this language	Select the driver from the list  (Replace the D:\ in the table with the letter of your CD-ROM drive)
English	D:\DRIVERS\WIN_9X\ENGLISH\LMPCL5C.INF
French	D:\DRIVERS\WIN_9X\FRENCH\LMPCL5C.INF
German	D:\DRIVERS\WIN_9X\GERMAN\LMPCL5C.INF
Italian	D:\DRIVERS\WIN_9X\ITALIAN\LMPCL5C.INF
Spanish	D:\DRIVERS\WIN_9X\SPANISH\LMPCL5C.INF

- 5 Use the default printer name (for example, Dell Laser Printer S2500) or type a unique name for your printer, and then click **Next**.
- 6 A test page will print automatically. Click **YES** when the test page prints successfully.
- 7 Click **Finish** to complete the installation and close the wizard.
- 8 Launch the *Drivers and Utilities* CD: click **Start** → **Run** and browse your CD drive (for example, type D:\ where *D* is the drive letter of your CD).
- 9 Select **SETUP.EXE**, and then click **OK**.
- 10 When the Dell *Drivers and Utilities* screen appears, click **Install the printer for Use on this Computer only (Personal Installation)** to install the additional software for your printer.  
When all of the files are installed on your computer, the Congratulations screen appears.
- 11 Close the *Drivers and Utilities* CD screen.

## Using Windows NT with a parallel cable




**NOTE:** USB support is not available for Windows NT operating systems.



**NOTE:** You need administrative access to install printer drivers on your computer.

- 1 Insert the *Drivers and Utilities* CD.
- 2 Click **Install the printer for Use on this Computer only (Personal Installation)**.  
When all the files are installed on your computer, the Congratulations screen appears.
- 3 Click **Finish** to complete the installation and close the wizard. You are now ready to print.
- 4 Close the *Drivers and Utilities* CD screen.


## Using Windows 98 with a USB or parallel cable

 **NOTE:** Depending on the software and printers already installed on your computer, your screens may vary from those in the instructions.

If you attached a USB cable, you must install both a USB port driver and a custom print driver.

When you attached the cable and turned on the printer and computer, the Add New Hardware Wizard screen appeared on your computer screen.

**1** Insert the *Drivers and Utilities* CD, and then click **Next**.

 **NOTE:** If you are using a parallel cable, skip to step 7.

**2** Select **Search for the best driver for your device (recommended)**, and then click **Next**.

**3** Select **CD-ROM drive only**, and then click **Next**.

**4** After the wizard finds the USB port driver, click **Next**.

**5** When the USB port driver is installed, click **Finish**.

The wizard prompts you to search for new drivers.

**6** Click **Next** to search for a printer driver.

**7** Select **Search for the best driver for your device (recommended)**, and then click **Next**.

**8** Select **Specify a location only** and browse to the location of the printer driver on the *Drivers and Utilities* CD.

Use the following table to identify the driver for your language.

<b>If your computer uses this language</b>	<b>Select the driver from the list</b> <b>(Replace the D:\ in the table with the letter of your CD-ROM drive)</b>
English	D:\DRIVERS\WIN_9X\ENGLISH\LMPCL5C.INF
French	D:\DRIVERS\WIN_9X\FRENCH\LMPCL5C.INF
German	D:\DRIVERS\WIN_9X\GERMAN\LMPCL5C.INF
Italian	D:\DRIVERS\WIN_9X\ITALIAN\LMPCL5C.INF
Spanish	D:\DRIVERS\WIN_9X\SPANISH\LMPCL5C.INF

- 9 Highlight the driver, and then select to install the **updated driver (recommended)**.
- 10 Click **Next**.
- 11 Click **Next** to complete installation.
- 12 Use the default printer name (for example, Dell Laser Printer S2500) or type a unique name for your printer, and then click **Next**.
- 13 Click **Finish**.
- 14 A test page will print automatically. Click **YES** when the test page prints successfully.
- 15 Click **Finish** to complete the installation.
- 16 Launch the *Drivers and Utilities* CD: click **Start** → **Run** and browse your CD drive (for example, type D:\ where *D* is the drive letter of your CD).
- 17 Select **SETUPEXE**, and then click **OK**.
- 18 When the Dell *Drivers and Utilities* screen appears, click **Install the printer for Use on this Computer only (Personal Installation)** to install the additional software for your printer.  
If you are prompted to restart your computer, click **Yes**.  
Otherwise, the Congratulations screen appears.
- 19 Close the *Drivers and Utilities* CD screen.

## Using Windows 95 with a parallel cable



**NOTE:** USB support is not available for Windows 95 operating systems.

When you attached the parallel cable and turned on the printer and computer, the Update Device Driver wizard appeared on your computer screen.

- 1 Insert the *Drivers and Utilities* CD, and then click **Next**.

If a system-compatible driver is found on your operating system, the Wizard installs it.

If no compatible system driver is found on your operating system, click **Other Locations**.

- 2 Browse to the location of the printer driver on the *Drivers and Utilities* CD, and then click **OK**.

Use the following table to identify the driver for your language.

If your computer uses this language	Select the driver from the list
	(Replace the <b>D:\</b> in the table with the letter of your <b>CD-ROM</b> drive)
English	D:\DRIVERS\WIN_9X\ENGLISH\LMPCL5C.INF
French	D:\DRIVERS\WIN_9X\FRENCH\LMPCL5C.INF
German	D:\DRIVERS\WIN_9X\GERMAN\LMPCL5C.INF
Italian	D:\DRIVERS\WIN_9X\ITALIAN\LMPCL5C.INF
Spanish	D:\DRIVERS\WIN_9X\SPANISH\LMPCL5C.INF

- 3 Highlight the appropriate driver, and then click **Finish**.

The Add Printer Wizard screen appears.

- 4 Use the default printer name (for example, Dell Laser Printer S2500), or type a unique name for your printer.
- 5 Select whether or not to use this printer as the default printer.
- 6 Click **Next**.
- 7 Click **Finish**.
- 8 A test page will print automatically. Click **YES** when the test page prints successfully.
- 9 Click **Finish** to complete the installation. You are now ready to print.
- 10 You are prompted to insert the *Drivers and Utilities* CD. Click **OK**.

A dialog box asks for the file “lexdrv.in.exe”.

- 11 Browse to the appropriate folder on the *Drivers and Utilities* CD (for example, D:\Drivers\Win\_9x\English).
- 12 Click **OK**.

- 13 Click OK again.

All the necessary files are installed on your computer.

- 14 Launch the *Drivers and Utilities* CD: click **Start** → **Run** and browse your CD drive (for example, type D:\ where *D* is the drive letter of your CD).
- 15 Select **SETUP.EXE**, and then click **OK**.
- 16 When the Dell *Drivers and Utilities* screen appears, click **Install the printer for Use on this Computer only (Personal Installation)** to install the additional software for your printer.

If you are prompted to restart your computer, click **Yes**.  
Otherwise, the Congratulations screen appears.
- 17 Click **Exit** on the *Drivers and Utilities* CD screen.

SECTION 8

# Setting up for network printing

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Software overview

Dell Printer Configuration Web Tool


Connecting the printer to the network

# Software overview

Use the *Drivers and Utilities* CD that came with your printer to install a combination of software applications, depending on your operating system.

Operating System	Status Monitor	Status Monitor Center	Dell Toner Re-order Window	Local Printer Setup Utility*	Print Server TCP/IP Setup Utility	Dell Printer Software Uninstall	Driver Profiler
Windows 95, Windows 98, Windows Me	Y	N	Y	Y	Y	Y	Y
Windows NT 4.0	N	Y	Y	Y	Y	Y	Y
Windows 2000, Windows XP	N	Y	Y	Y	Y	Y	Y

\* Available only on the computer on which it is installed.

 **NOTE:** If you purchased your printer and computer separately, you must use the *Drivers and Utilities* CD to install these software applications.

## Status Monitor

The Status Monitor alerts you when an error or warning occurs, for example, when the top cover is open or toner is running low.

The Status Monitor launches when you send a print job to the printer and only appears on the computer screen when an error or warning occurs.

## Status Monitor Center

Use the Status Monitor Center to manage multiple Status Monitors.

- Double-click a printer name to open its Status Monitor, or select **Run** to open a Status Monitor for a particular printer.
- Select **View** to change the appearance of the list of printers.
- Select **Help** to read the online Help.



## Printing Status window

The Printing Status window displays the status of the printer (Printer Ready, Printer Offline, and Error-Check Printer) and the name of the job when you send a job to print. The Printing Status window also displays the level of toner so you can:

- Monitor the toner level for your printer.
- Click **Order Toner** to order replacement toner cartridges.  
See "Dell Toner Re-order Window" on page 57 for more information.

## Dell Toner Re-order Window

The Order Toner Cartridges dialog box can be launched from the Printing Status window, the Programs window, or the desktop icon.

You can order toner by phone or from the Web.

- 1 Click **Start → Programs → Dell Printers → Dell Laser Printer S2500 → Dell Toner Re-Order Application**.  
The Order Toner Cartridges window appears.
- 2 If ordering from the Web:
  - a Choose your printer model from the drop-down list on the screen.
  - b Enter your Dell printer Service Tag number in the field provided.  
Your Service Tag number is located on your printer.
  - c Click **Visit Dell's cartridge ordering web site**.
- 3 If ordering by phone, call the number that appears under the By Telephone heading.

## Dell Local Printer Setup Utility

Use the Dell Local Printer Setup Utility to change and save printer settings not available from the printer driver. When you change these settings, they remain in effect until you make another selection and apply it, or until you restore the original printer settings (called factory default settings). The settings are organized by menu, much like a printer operator panel.

The Dell Local Printer Setup Utility is installed automatically on your computer when you install the Dell printer driver. Click **Start → Programs → Dell Printers → Dell Laser Printer S2500 → Dell Local Printer Setup Utility**. The Dell Local Printer Setup Utility only functions with printers connected directly to the computer.

## Print Server TCP/IP Setup Utility

The Print Server TCP/IP Setup Utility lets you set up an IP address and other important IP parameters. See "Assign an IP address" on page 62 for instructions on running the Print Server TCP/IP Setup Utility.

## Dell Printer Software Uninstall

Use the Uninstall software utility to remove any currently installed printer software or printer objects. You can access the Uninstall software utility two ways:

- 1** Click **Start** → **Settings** → **Printers**.
  - a** Select the printer object to uninstall, and then right-click the mouse.
  - b** Select **Dell Software Uninstall**.
  - c** Select the components to uninstall, and then click **Next**.
  - d** Click **Uninstall Now**.
  - e** Click **OK** when the uninstall is complete.
- 2** Click **Start** → **Programs** → **Dell Printers** → **Dell Laser Printer S2500**.
  - a** Select **Dell Printer Software Uninstall**.
  - b** Select the components to uninstall, and then click **Next**.
  - c** Click **Uninstall Now**.
  - d** Click **OK** when the uninstall is complete.

### Driver Profiler

Use the Driver Profiler to create driver profiles that contain custom driver settings. A driver profile can contain a group of saved printer driver settings and other data for things such as:

- Print orientation and N-Up (document settings)
- Installation status of an output tray (printer options)
- User-defined paper sizes (custom papers)
- Simple text and watermarks
- Overlay references
- Font references
- Form associations

## Dell Printer Configuration Web Tool

The Dell Printer Configuration Web Tool, also known as the Printer Embedded Web Server, lets you monitor the status of your network printer without leaving your desk. You can view and/or change the printer configuration settings, monitor toner level, and when it is time to order toner replacement cartridges, just click the Dell supplies link right from your Web browser.

To launch the Dell Printer Configuration Web Tool, type the network printer IP address in your Web browser, and the printer configuration appears on the screen.

## Connecting the printer to the network

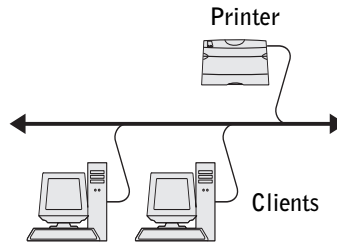
Use the table below for instructions on connecting your Dell S2500n printer to the network.

Attach your printer	Go to page...
Directly to the network with an Ethernet cable (no queue)	60
To a server (or other computer) with a parallel or USB cable	67
Directly to the network with an Ethernet cable (queue)	76



**NOTE:** Queue setup lets you share your network or non-network printer with multiple users through the network or a server. If you don't have access to a server, you can use the no-queue setup to share your network printer with multiple users.

## Attaching directly to the network (no queue)



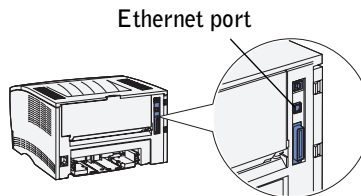
If you are sharing your network printer in a small workgroup environment and are not using a server, use this method to attach your printer to the network. The no-queue method lets you attach the printer to the user's computer with a network cable so that multiple users can connect to it.

In this section you will:

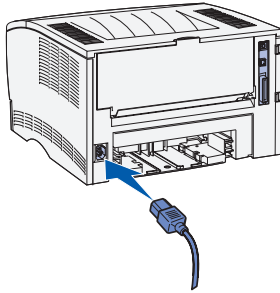
- Attach cables.
- Print and check the network setup page.
- Assign an IP address to the printer.
- Verify the IP settings.
- Install printer drivers on each client that needs to print to the new printer.

### Attach cables

- 1 Make sure the printer is turned off and unplugged.
- 2 Plug one end of a standard category 5 cable into a LAN drop or hub, and the other end into the Ethernet port (the top connector) on the back of the printer. The printer automatically adjusts for the network speed.



- 3 Plug one end of the printer power cord into the socket at the back of the printer and the other end into a properly grounded outlet.



- 4 Turn on the printer.

After the printer completes its internal tests, the Ready/Data light comes on.

If the operator panel lights do not come on when the printer is turned on, make sure the power cord is firmly plugged in at the back of the printer and at the electrical outlet.

If the printer is on but nothing prints, or if print jobs are not printing and the Error light is on solid, make sure the toner cartridge is installed.

### **Print and check the network setup page**

- 1 When the Ready/Data light is on solid, press and release **Continue** to print a menu settings page and a network setup page.
- 2 Under the Standard Network Card heading on the network setup page, make sure Status is Connected.  
If Status is Not Connected:
  - Make sure the Ethernet cable is firmly plugged into the back of the printer.
  - Plug the Ethernet cable into another wall outlet.
- 3 If the IP address shows anything other than 0.0.0.0. (the factory default), the printer has an IP address assigned and stored. Go to "Verify the IP settings" on page 66.

## Assign an IP address

### Recommended method

If the printer is connected to a network which automatically supplies IP addresses (DHCP), you do not need to use the Print Server TCP/IP Setup Utility available on the *Drivers and Utilities* CD. Use the Dell Printer Configuration Web Tool to make printer configuration changes. See "Dell Printer Configuration Web Tool" on page 59 for more information.

### Alternate method

The Print Server TCP/IP Setup Utility is not available on the computer hard drive unless the printer drivers and applications have been installed from the *Drivers and Utilities* CD. If they have not been installed, you can run the TCP/IP utility directly from the CD.

The utility must be run from a computer attached to the same Subnet as the printer.

To run the utility:

- 1 When the Ready/Data light on the printer is on, press and release **Continue** to print a menu settings page and a network setup page.
- 2 Launch the *Drivers and Utilities* CD: click **Start** → **Run** and browse your CD drive (for example, type D:\ where D is the drive letter of your CD-ROM drive).

If your computer uses this language	Select the file from the list
	(Replace the D:\ in the table with the letter of your CD-ROM drive)
English	D:\TCPIPSETUPUTILITY\ENGLISH\GUICFGUTIL.EXE
French	D:\TCPIPSETUPUTILITY\FRENCH\GUICFGUTIL.EXE
German	D:\TCPIPSETUPUTILITY\GERMAN\GUICFGUTIL.EXE
Italian	D:\TCPIPSETUPUTILITY\ITALIAN\GUICFGUTIL.EXE
Spanish	D:\TCPIPSETUPUTILITY\SPANISH\GUICFGUTIL.EXE

- 3 Double-click **GUICfgutil.exe** to run the program.

The network setup page provides the hardware address of the printer. Use the numbers as shown in the following example:


# Ethernet 10/100

## Standard Network Card

Status	Connected	
Speed, Duplex	100 Mbps, Half Duplex	
Current Date & Time	2003-05-07 08:27	
End-of-Job Timeout	90	
UAA (MSK, Canonical) :	002000D5183F, 000400AB18FC	Use the Canonical (MAC) number
LAA:	000000000000, 000000000000	
Firmware, Bootcode Revision:	22.22.02, NA	
Compi:	bld-lib,222.202, 20-Feb-03 10:42	

- 4 Enter the 12-digit number from your network setup page in the Print Server Physical Address field and click **Next**.
- 5 If the network found the printer, enter the IP address, IP Netmask (or Subnet Mask), and IP Default Gateway values desired and click **Apply**.

If the assignment was successful, you can access the printer using the Dell Printer Configuration Web Tool (see page 59) and make any additional changes.

 **NOTE:** Be aware of any changes made to the Subnet Mask or Default Gateway before using the Dell Printer Configuration Web Tool. You may need to accommodate these changes when you access the Web Tool.

You can also assign an IP address using BOOTP, a RARP server and telnet, or static ARP entry and telnet.

## Use BOOTP

BOOTP (Bootstrap Protocol) is an Internet standard protocol that lets users on a local area network find their IP address. The BOOTP server, or a forwarding agent, must be attached to the same IP subnet as the new printer.

The BOOTP method works like this: First, the printer broadcasts its presence on the network. The BOOTP server hears the broadcast and recognizes the printer hardware address. The BOOTP server replies, setting the IP address, netmask, and gateway in the printer. To set the IP parameters using BOOTP:

- 1 Determine the hardware address of the printer. This is a 12-digit alphanumeric listed as UAA on the network setup page. Use the number in the right column.

- 2 Configure the BOOTP server. Edit the BOOTP configuration file (normally /etc/bootptab). This file is a collection of entries for each BOOTP client served by this server.

An entry for a particular hardware address sets various IP parameters. The following is an example of a typical entry:

```
net_printer:\
ht=ether:\
ha=000400123ABC:\
ip=192.168.2.0:\
sm=255.255.255.128:\
gw=192.168.0.0:\
hn:
```

The following table provides information about the parameters.

Parameter	Description
net_printer=	Host name
ht=ether	Hardware type (Ethernet)
ha=00400123ABC	Hardware address
ip=192.168.2.0	IP address
sm=255.255.255.0	Netmask
gw=192.168.0.0	Gateway
hn:	Sends the host name to the printer and tells the printer to store it

- 3 Make sure BOOTP is enabled. Check the network setup page.
- 4 Set up the printer host name in the computer. To do so, define the printer IP name and address in the /etc/hosts file or on the name server. This address must match the IP address. You may want to use a host name that is meaningful in your environment (for example, a name that identifies the printer location).



### **Use dynamic RARP server and telnet**

RARP (Reverse Address Resolution Protocol) is another internet protocol that lets you set your printer's IP address.

To set the IP address, netmask, and gateway using a RARP server and telnet:

- 1** Determine the hardware address of the printer. Refer to the item labeled UAA on the network setup page. Use the number in the right column.
- 2** Make sure RARP is enabled. Check the network setup page.
- 3** Set up the RARP server. Follow the instructions provided by your host operating system. Use the hardware address from step 1.
- 4** Reset the printer. The printer sends a RARP request, and the server responds.  
Turn the printer off, and then on again.
- 5** From a command prompt, use the telnet command to access the printer.
- 6** Follow the instructions that appear on the screen after entering the command to set the netmask and gateway.

### **Use Static ARP entry and telnet**

ARP (Address Resolution Protocol) is an Internet standard that assigns IP addresses to network interface cards of workstations on a local area network. To set the IP address, netmask, and gateway using static ARP entry and telnet:

- 1** Determine the hardware address of the printer. Refer to the item labeled UAA on the network setup page. Use the number in the right column.
- 2** Add a static ARP entry for the IP address using the following:
  - The hardware address from step 1.
  - The dotted decimal form of the IP address, such as 192.168.2.0.
  - The commands appropriate to the host operating system.
- 3** Use the telnet command to access the printer.
- 4** Follow the instructions that appear on the screen after entering the command to set the printer IP address, netmask, and gateway.

### Verify the IP settings

- 1 Press and release the **Continue** button on the operator panel to print another network setup page.
- 2 Look under the “TCP/IP” heading on the network setup page to make sure the IP address, netmask, and gateway are what you expected.
- 3 Ping the printer and verify that it responds. For example, at a command prompt on a network computer, type `ping` followed by the new printer IP address (for example, 192.168.0.11):

```
ping xxx.xxx.xxx.xxx
```

If the printer is active on the network, you will receive a reply.

### Install printer drivers

- 1 Insert the *Drivers and Utilities* CD.
- 2 Click **Install the printer on the Network**.
- 3 Click **One or more Client computers that will use this printer**.
- 4 Enter your Administrator user name and password.
- 5 Specify which client computers are allowed to print to the new Dell Laser Printer S2500n.

Browse or type each client’s computer name or IP address. You can specify as many clients as you wish. If you wish to print to this printer, enter your computer’s IP address as well.

- 6 When you are finished adding clients, click **Next**.
- 7 Select the software and documentation you want your users to have access to.
- 8 Select **TCP/IP**, and then click **Next**.

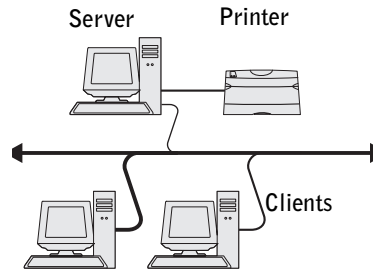
If your network also uses NetWare, select **NetWare Systems** as well.

- 9 Set the Port Type to **Network TCP/IP Port**.
- 10 Specify a port name that is meaningful in your environment. The port name establishes a logical link between the printer and each client.
- 11 Enter the printer IP address, for example, **192.168.0.11**.
- 12 Click **Finish**.
- 13 Print a test page to verify the driver is installed correctly.

**14** Click **Finish** to exit.

Now all of the clients connected to this printer can select this printer to print their jobs.

### **Attaching locally to a server**



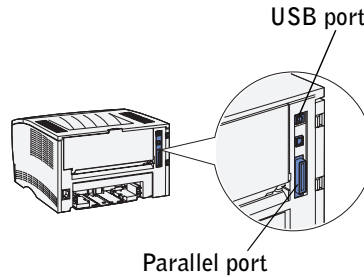
If you are connecting the printer with a USB cable or a parallel cable and want to share it with multiple users, use this method to attach your printer to a server. In this section you will:

- Attach cables.
- Complete the Microsoft Plug and Play Wizard.
- Set up the queue on the server.
- Install printer drivers for all clients connected to the server.

### **Attach cables**

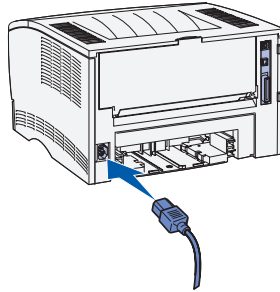
- 1** Make sure the printer is turned off and unplugged.
- 2** Connect the printer to the server (or other computer) using a USB or parallel cable.

- A USB port requires a USB cable. Be sure to match the USB symbol on the cable to the USB symbol on the printer.



Plug the other end of the cable into a USB port on the back of the computer, not the USB keyboard.

- A parallel port requires an IEEE-1284 compliant parallel cable.
- 3** Plug one end of the printer power cord into the socket at the back of the printer and the other end into a properly grounded outlet.



- 4** Make sure the server is turned on.
- 5** Turn on the printer.

All the operator panel lights cycle while the printer warms up.

After the printer completes its internal tests, only the Ready/Data light is on, indicating the printer is ready to receive jobs.

If the operator panel lights do not come on when the printer is turned on, make sure the power cord is firmly plugged in at the back of the printer and at the electrical outlet.

If the printer is on but nothing prints, or if print jobs are not printing and the Error light is on solid, make sure the toner cartridge is installed.

## Complete Microsoft Plug and Play Wizard

When you turned on the printer and server, the Found New Hardware Wizard screen appeared.

Use the table below to find instructions for the operating system on the server.

Computer operating system	Go to page...
Windows XP	69
Windows 2000	69
Windows Me	70
Windows NT 4.x	71
Windows 98	72
Windows 95	73
Linux	74
Novell	74

### Using Windows XP with a USB or parallel cable


- 1 Insert the *Drivers and Utilities* CD into your computer.  
The Wizard automatically searches for an appropriate driver.
- 2 Scroll through the list of drivers until you see D:\drivers\win\_2000\dkaaa1da.inf selected in the Location column. Instead of D:\ you will see the letter of your CD-ROM drive.
- 3 Click **Next**.  
The wizard copies all of the necessary files and installs the printer drivers.
- 4 Click **Finish** when the software is installed.
- 5 Go to "Set up the queue on the server" on page 74.

### Using Windows 2000 with a USB or parallel cable


- 1 Insert the *Drivers and Utilities* CD, and then click **Next**.
- 2 Select **Search for a suitable driver**, and then click **Next**.
- 3 Select **Specify a location only**, and then click **Next**.

- 4 Browse to the location of the printer driver on the *Drivers and Utilities* CD.  
D:\Drivers\Win\_2000\  
Replace D:\ with the letter of your CD-ROM drive (for example, type D:\ where D is the drive letter of your CD-ROM drive).
- 5 Click **Open**, and then click **OK**.
- 6 Click **Next** to install the driver that is displayed.
- 7 Click **Finish** when the software is installed.
- 8 Go to "Set up the queue on the server" on page 74.

**Using Windows Me with a USB or parallel cable**

 **NOTE:** Depending on the software and printers already installed on your computer, your screens may vary from those in the instructions.

If you attached a USB cable, you must install both a USB port driver and a custom print driver.

- 1 Insert the *Drivers and Utilities* CD.  
The Wizard automatically searches for the USB driver on the CD and installs it.
-  **NOTE:** If you are using a parallel cable, skip to step 3.
- 2 After the USB port driver is found, click **Finish**.
- 3 Select **Automatic search for the best driver (recommended)**, and then click **Next**.  
The wizard searches for a printer driver.
- 4 Select your printer and driver from the list on the screen, and then click **OK**. Use the following table to identify the driver for your language.

If your computer uses this language	Select the driver from the list
	(Replace the D:\ in the table with the letter of your CD-ROM drive)
English	D:\DRIVERS\WIN_9X\ENGLISH\LMPCL5C.INF
French	D:\DRIVERS\WIN_9X\FRENCH\LMPCL5C.INF
German	D:\DRIVERS\WIN_9X\GERMAN\LMPCL5C.INF
Italian	D:\DRIVERS\WIN_9X\ITALIAN\LMPCL5C.INF

If your computer uses this language	Select the driver from the list
	(Replace the D:\ in the table with the letter of your CD-ROM drive)
Spanish	D:\DRIVERS\WIN_9X\SPANISH\LMPCL5C.INF

- 5 Click **Next** to install the printer driver.
- 6 Click **Next** to complete installation.
- 7 Use the default printer name (for example, Dell Laser Printer S2500) or type a unique name for your printer, and then click **Next**.
- 8 Click **Finish** to complete the installation and close the wizard.
- 9 Go to "Set up the queue on the server" on page 74.

### Using Windows NT with a parallel cable




**NOTE:** USB support is not available for Windows NT operating systems.



**NOTE:** You need administrative access to install printer drivers on your computer.

- 1 Insert the *Drivers and Utilities* CD.
- 2 Click **Install the printer for Use on this Computer only (Personal Installation)**.  
When all the files are installed on your computer, the Congratulations screen appears.
- 3 Click **Finish** to complete the installation and close the wizard.
- 4 Go to "Set up the queue on the server" on page 74.


Using Windows 98 with a USB or parallel cable

 **NOTE:** Depending on the software and printers already installed on your computer, your screens may vary from those in the instructions.

If you attached a USB cable, you must install both a USB port driver and a custom print driver.

When you attached the cable and turned on the printer and computer, the Add New Hardware Wizard screen appeared on your computer screen.

- 1 Insert the *Drivers and Utilities* CD, and then click **Next**.

 **NOTE:** If you are using a parallel cable, skip to step 7.

- 2 Select **Search for the best driver for your device (recommended)**, and then click **Next**.
- 3 Select **CD-ROM drive only**, and then click **Next**.
- 4 After the wizard finds the USB port driver, click **Next**.
- 5 When the USB port driver is installed, click **Finish**.

The wizard prompts you to search for new drivers.

- 6 Click **Next** to search for a printer driver.
- 7 Select **Search for the best driver for your device (recommended)**, and then click **Next**.
- 8 Select **Specify a location only** and browse to the location of the printer driver on the *Drivers and Utilities* CD.

Use the following table to identify the driver for your language.

If your computer uses this language	Select the driver from the list
	(Replace the D:\ in the table with the letter of your CD-ROM drive)
English	D:\DRIVERS\WIN_9X\ENGLISH\LMPCL5C.INF
French	D:\DRIVERS\WIN_9X\FRENCH\LMPCL5C.INF
German	D:\DRIVERS\WIN_9X\GERMAN\LMPCL5C.INF
Italian	D:\DRIVERS\WIN_9X\ITALIAN\LMPCL5C.INF
Spanish	D:\DRIVERS\WIN_9X\SPANISH\LMPCL5C.INF



- 9 Highlight the driver, and then select to install the **updated driver (recommended)**.
- 10 Click **Next**.
- 11 Click **Next** to complete installation.
- 12 Use the default printer name (for example, Dell Laser Printer S2500) or type a unique name for your printer, and then click **Next**.
- 13 Click **Finish** to complete the installation.

## Using Windows 95 with a parallel cable



**NOTE:** USB support is not available for Windows 95 operating systems.

When you attached the parallel cable and turned on the printer and computer, the Update Device Driver wizard appeared on your computer screen.

- 1 Insert the *Drivers and Utilities* CD, and then click **Next**.  
If a system-compatible driver is found on your operating system, the Wizard installs it.  
If no compatible system driver is found on your operating system, click **Other Locations**.
- 2 Browse to the location of the printer driver on the *Drivers and Utilities* CD, and then click **OK**.

Use the following table to identify the driver for your language.

If your computer uses this language	Select the driver from the list (Replace the D:\ in the table with the letter of your CD-ROM drive)
English	D:\DRIVERS\WIN_9X\ENGLISH\LMPCL5C.INF
French	D:\DRIVERS\WIN_9X\FRENCH\LMPCL5C.INF
German	D:\DRIVERS\WIN_9X\GERMAN\LMPCL5C.INF
Italian	D:\DRIVERS\WIN_9X\ITALIAN\LMPCL5C.INF
Spanish	D:\DRIVERS\WIN_9X\SPANISH\LMPCL5C.INF

- 3 Highlight the appropriate driver, and then click **Finish**.

The Add Printer Wizard screen appears.

- 4 Use the default printer name (for example, Dell Laser Printer S2500), or type a unique name for your printer.
- 5 Select whether or not to use this printer as the default printer.
- 6 Click **Next**.
- 7 You are prompted to insert the *Drivers and Utilities* CD. Click **OK**.  
A dialog box asks for the file "lexdrvln.exe".
- 8 Browse to the appropriate folder on the *Drivers and Utilities* CD (for example, D:\Drivers\Win\_9x\English).
- 9 Click **OK**.
- 10 Click **OK** again.  
All the necessary files are installed on your computer.
- 11 Go to "Set up the queue on the server" on page 74.

### **Installing drivers in a Linux environment**

Your printer supports Red Hat Linux versions 7.2, 7.3, and 8.0, and SuSE Linux 7.2, 7.3, and 8.0. Refer to the Unix/packages on the *Drivers and Utilities* CD for instructions on installing your printer in a Linux environment.

### **Installing drivers in a Novell environment**

Your printer supports Novell® NetWare® versions 3.x, 4.x, 5.x, and 6.x. For information on using your printer in a Novell environment, refer to your Novell documentation.


### **Set up the queue on the server**

- 1 Click **Install the printer on the Network** and then click **Next**.
- 2 Click **On the Server or computer that will share the printer with other computers**.
- 3 Select both options to install the software and the *User's Guide* on the server, and then click **Next**.
- 4 Click the box to share the printer on this server.
- 5 Create a share name you want to use for the PCL driver and the PostScript driver. Make it an obvious name for clients to easily find when they are browsing for a shared printer.

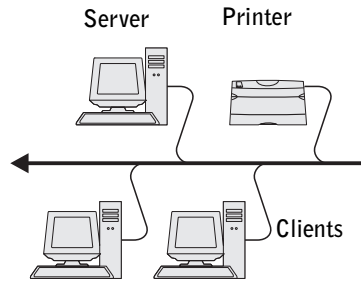
- 6 Click **Next**.
- 7 Make sure “Choose an existing port for the printer connection” is selected.
- 8 Select the port that corresponds to the hardware port you used when you connected the printer to the server (or other computer). For example, LPT1 represents the parallel port on the server.
- 9 Click **Finish**.
- 10 Print a test page to verify the software is installed correctly.
- 11 Click **Finish** to exit.

### **Install printer drivers for all clients**

If you are connecting clients to the server, run the *Drivers and Utilities* CD installer again:

- 1 Go to **Start → Run → d:setup.exe** (d: represents the CD drive).
  - 2 Click **Install the printer on the Network** and then click **Next**.
  - 3 Click **One or more Client computers that will share the printer**.
  - 4 Click **Next**.
  - 5 Enter your Administrator user name and password.
  - 6 Specify which client computers are allowed to print to the new Dell Laser Printer S2500n printer.  
  
Browse or type each client’s computer name or IP address. You can specify as many clients as you wish.
  - 7 When you are finished adding clients, click **Next**.
  - 8 Select the software or documentation you want your users to have access to.
  - 9 Select the **Universal Network Connection (UNC)** port.
  - 10 Type the port name:  
\\Computer Name\PrinterShareName.  
  
To find out the computer name, right-click **My Computer → Properties → Network Identification**.
  - 11 Click **Finish**.
-  **NOTE:** A print test page is unavailable in Windows NT.
- 12 Print a test page to verify the software is installed correctly.

## Attaching directly to the network (queue)



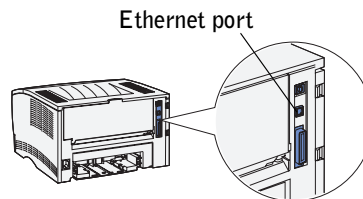
If you are using a Microsoft or Novell server and want to control who prints to the network printer, attach the printer through a print queue on a server. The queue setup lets you control the printer in a central location.

In this section you will:

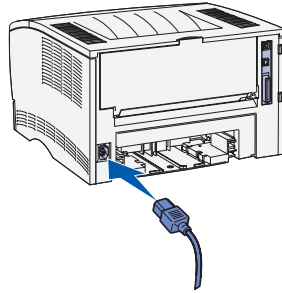
- Attach cables.
- Print and check the network setup page.
- Assign an IP address to the printer.
- Verify the IP settings.
- Set up the queue on the server.
- Install printer drivers for all clients connected to the server.

### Attach cables

- 1 Make sure the printer is turned off and unplugged.
- 2 Plug one end of a standard category 5 cable into a LAN drop or hub, and the other end into the Ethernet port (the top connector) on the back of the printer. The printer automatically adjusts for the network speed.



- 3 Plug one end of the printer power cord into the socket at the back of the printer and the other end into a properly grounded outlet.



- 4 Turn on the printer.

After the printer completes its internal tests, the Ready/Data light comes on.

If the operator panel lights do not come on when the printer is turned on, make sure the power cord is firmly plugged in at the back of the printer and at the electrical outlet.

If the printer is on but nothing prints, or if print jobs are not printing and the Error light is on solid, make sure the toner cartridge is installed.

### **Print and check the network setup page**

- 1 When the Ready/Data light is on solid, press and release **Continue** to print a menu settings page and a network setup page.
- 2 Under the Standard Network Card heading on the network setup page, make sure Status is Connected.  
If Status is Not Connected:
  - Make sure the Ethernet cable is firmly plugged into the back of the printer.
  - Plug the Ethernet cable into another wall outlet.
- 3 Find the IP address located under the TCP/IP heading. If the IP address equals 0.0.0.0, wait a few minutes and print the network setup page again.

If the IP address still shows 0.0.0.0, go to "Assign an IP address" on page 62.

If the IP address shows anything other than 0.0.0.0, go to "Verify the IP settings" on page 66.

### Verify the IP settings

- 1 Look under the “TCP/IP” heading on the network setup page to make sure the IP address, netmask, and gateway are what you expected.
- 2 Ping the printer and verify that it responds. For example, at a command prompt on a network computer type `ping` followed by the new printer IP address (for example, 192.168.0.11):

```
ping xxx.xxx.xxx.xxx
```


If the printer is active on the network, you will receive a reply.

### Set up the queue on the server

- 1 Insert the *Drivers and Utilities* CD, and then click **Next**.
- 2 Click **Install the printer on the Network**, and then click **Next**.
- 3 Click **On the Server or computer that will share the printer with other computers**, and then click **Next**.
- 4 Select both options to install the software and the *User’s Guide* on the server, and then click **Next**.
- 5 Click the box to share the printer on this server.
- 6 Create a share name you want to use for the PCL driver and the PostScript driver. Make it an obvious name for clients to easily find when they are browsing for a shared printer.
- 7 Click **Next**.
- 8 Select **TCP/IP**, and then click **Next**.  
If your network also uses NetWare, click **NetWare Systems** as well.
- 9 Make sure “Choose an existing port for the printer connection” is selected.
- 10 Set the Port Type to **Network TCP/IP Port**.
- 11 Specify a port name. Make it an obvious name for clients to easily find when they are browsing for a shared printer.
- 12 Enter the printer IP address, for example, **192.168.0.11**.
- 13 Click **Finish**.
- 14 Print a test page to verify the software is installed correctly.
- 15 Click **Finish** to exit.

## Install printer drivers for all clients

If you are connecting clients to the server, run the *Drivers and Utilities* CD installer again:

- 1 Go to **Start → Run → d:setup.exe** (d: represents the CD drive).
  - 2 Click **Install the printer on the Network**, and then click **Next**.
  - 3 Click **One or more Client computers that will share the printer**.
  - 4 Click **Next**.
  - 5 Enter your Administrator user name and password.
  - 6 Specify which client computers are allowed to print to the new Dell Laser Printer S2500n printer.  
  
Browse or type each client's computer name or IP address. You can specify as many clients as you wish.
  - 7 When you are finished adding clients, click **Next**.
  - 8 Select the software or documentation you want your users to have access to.
  - 9 Select the **Universal Network Connection (UNC)** port.
  - 10 Type the port name:  
\\Computer Name\PrinterShareName.  
  
To find out the computer name, right-click **My Computer → Properties → Network Identification**.
  - 11 Click **Finish**.
-  **NOTE:** A print test page is unavailable in Windows NT.
- 12 Print a test page to verify the software is installed correctly.





SECTION 9

# Setting up for shared printing

---

Point and print

Peer-to-peer

You can share your new printer on the network using the *Drivers and Utilities* CD that shipped with your printer (see "Set up the queue on the server" on page 74), or using Microsoft's point and print or peer-to-peer method. However, if you use one of the Microsoft methods, you will not have all of the features, such as the status monitor and other printer utilities, that are installed with the *Drivers and Utilities* CD.

To share a locally-attached printer on the network, you need to share the printer, and then install the shared printer on network clients:

- 1** Click **Start** → **Settings** → **Printers**.
- 2** Select your Dell Laser Printer S2500.
- 3** Click **File** → **Sharing**.
- 4** Check the **Shared** as check box, and then type a name in the Shared Name text box.
- 5** Click **Additional Drivers** and select the operating systems of all network clients printing to this printer.
- 6** Click **OK**.

If you are missing files, you are prompted to insert the server operating system CD.

To check that the printer was successfully shared:

- Make sure the printer object in the Printers folder shows it is shared. For example, in Windows 2000, a hand is shown underneath the printer icon.
- Browse Network Neighborhood. Find the host name of the server and look for the shared name you assigned to the printer.

Now that the printer is shared, you can install the printer on network clients using the point and print method or the peer-to-peer method.

# Point and print

This method is usually the best use of system resources. The server handles driver modifications and print job processing. This lets network clients return to their programs much faster.

If you use the point and print method, a subset of driver information is copied from the server to the client computer. This is just enough information to send a print job to the printer.

- 1 On the Windows desktop of the client computer, double-click **Network Neighborhood**.
- 2 Locate the host name of the server computer, and then double-click the host name.
- 3 Right-click the shared printer name, and then click **Install**.

Wait for the driver information to copy from the server computer to the client computer, and for a new printer object to be added to the Printers folder. The time this takes varies, based on network traffic and other factors.

- 4 Close Network Neighborhood.
- 5 Print a test page to verify print installation.
- 6 Click **Start → Settings → Printers**.
- 7 Select the printer you just created.
- 8 Click **File → Properties**.
- 9 From the General tab, click **Print Test Page**.

When a test page prints successfully, printer installation is complete.

## Peer-to-peer

If you use the peer-to-peer method, the printer driver is fully installed on each client computer. Network clients retain control of driver modifications. The client computer handles the print job processing.

- 1 Click **Start** → **Settings** → **Printers**.
- 2 Click **Add Printer** to launch the Add Printer wizard.
- 3 Click **Network Print Server**.
- 4 Select the network printer from the Shared printers list. If the printer is not listed, type the path of the printer in the text box.

For example: \\<server host name>\<shared printer name>

The server host name is the name of the server computer that identifies it to the network. The shared printer name is the name assigned during the server installation process.

- 5 Click **OK**.

If this is a new printer, you may be prompted to install a printer driver. If no system driver is available, then you will need to provide a path to available drivers.

- 6 Select whether you want this printer to be the default printer for the client, and then click **Finish**.
- 7 Print a test page to verify printer installation:
  - a Click **Start** → **Settings** → **Printers**.
  - b Select the printer you just created.
  - c Click **File** → **Properties**.
  - d From the General tab, click **Print Test Page**.

When a test page prints successfully, printer installation is complete.

## SECTION 10

# **Configure paper trays**

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Dell Workgroup Laser Printer S2500

Dell Workgroup Laser Printer S2500n

# Dell Workgroup Laser Printer S2500

- 1 Launch the Dell Local Printer Setup Utility (**Start → Programs → Dell Printers → Dell Laser Printer S2500 → Dell Local Printer Setup Utility**).
- 2 Select your Dell Laser Printer S2500.
- 3 Click **OK**.
- 4 In the left column, click **Paper**.
- 5 In the right column, go to the Tray 1 section. Specify what size and type of media you loaded into tray 1.
- 6 In the right column, go to the Tray 2 section. Specify what size and type of media you loaded into tray 2.
- 7 On the Menu Bar, click **Actions → Apply Settings**.
- 8 Close the utility.



**NOTE:** If you change the size or type of media loaded into either tray, use the Local Printer Setup Utility to reconfigure the tray.

- 9 Update your driver by following the instructions in the table.

Windows XP	<ul style="list-style-type: none"><li>1 Click <b>Start → Control Panel → Printers and Other Hardware → Printers and Faxes</b>.</li><li>2 Right-click the <b>Dell Laser Printer S2500</b> icon.</li><li>3 Click <b>Properties → Device (or Options) → Update (or Update Now)</b>.</li><li>4 Click <b>OK → OK</b>. Close the Printers folder.</li></ul>
Windows 2000 Windows NT 4.0	<ul style="list-style-type: none"><li>1 Click <b>Start → Settings → Printers</b>.</li><li>2 Right-click the <b>Dell Laser Printer S2500</b> icon.</li><li>3 Click <b>Properties → Device (or Options) → Update (or Update Now)</b>.</li><li>4 Click <b>OK → OK</b>. Close the Printers folder.</li></ul>
Windows Me Windows 95/98	<ul style="list-style-type: none"><li>1 Click <b>Start → Settings → Printers</b>.</li><li>2 Right-click the <b>Dell Laser Printer S2500</b> icon.</li><li>3 Click <b>Properties → Device (or Features) → Update (or Update Now)</b>.</li><li>4 Click <b>OK → OK</b>. Close the Printers folder.</li></ul>

If **Update** is unavailable, follow these steps:

- a In the Available Options list, click **250-sheet tray** or **500-sheet tray**.

- b** Click **Add**.
- c** Click **OK**, and then close the Printers folder.

If **Update Now** is unavailable, follow these steps:

- a** In the Options list, find 250-sheet tray or 500-sheet tray.
- b** Change the setting from Not Installed to Installed.
- c** Click **OK**, and then close the Printers folder.

## Dell Workgroup Laser Printer S2500n

Setting the paper size and type for the S2500n printer is done through the Dell Printer Configuration Web Tool.

Use the following steps to change the S2500n printer paper size and type:

- 1** Type your network printer's IP address in your Web browser.



**NOTE:** If you do not know what your printer's IP address is, print a network setup page, which lists the IP address.

- 2** When the Printer Status page appears, select **Printer Settings** in the left column.
- 3** Select **Paper Menu** from the Printer Settings page.
- 4** Select **PAPER SIZE**.
- 5** Select the paper size you have in each tray.
- 6** Click **Submit**.
- 7** Select **Printer Settings** in the left column.
- 8** Select **Paper Menu** from the Printer Settings page.
- 9** Select **PAPER TYPE**.
- 10** Select the paper type you have in each tray.
- 11** Click **Submit**.

**12** Update your driver by following the instructions in the table.

Windows XP	<p><b>1</b> Click <b>Start</b> → <b>Control Panel</b> → <b>Printers and Other Hardware</b> → <b>Printers and Faxes</b>.</p> <p><b>2</b> Right-click the <b>Dell Laser Printer S2500</b> icon.</p> <p><b>3</b> Click <b>Properties</b> → <b>Device</b> (or <b>Options</b>) → <b>Update</b> (or <b>Update Now</b>).</p> <p><b>4</b> Click <b>OK</b> → <b>OK</b>. Close the Printers folder.</p>
Windows 2000 Windows NT 4.0	<p><b>1</b> Click <b>Start</b> → <b>Settings</b> → <b>Printers</b>.</p> <p><b>2</b> Right-click the <b>Dell Laser Printer S2500</b> icon.</p> <p><b>3</b> Click <b>Properties</b> → <b>Device</b> (or <b>Options</b>) → <b>Update</b> (or <b>Update Now</b>).</p> <p><b>4</b> Click <b>OK</b> → <b>OK</b>. Close the Printers folder.</p>
Windows Me Windows 95/98	<p><b>1</b> Click <b>Start</b> → <b>Settings</b> → <b>Printers</b>.</p> <p><b>2</b> Right-click the <b>Dell Laser Printer S2500</b> icon.</p> <p><b>3</b> Click <b>Properties</b> → <b>Device</b> (or <b>Features</b>) → <b>Update</b> (or <b>Update Now</b>).</p> <p><b>4</b> Click <b>OK</b> → <b>OK</b>. Close the Printers folder.</p>

If **Update** is unavailable, follow these steps:

- a** In the Available Options list, click **250-sheet tray** or **500-sheet tray**.
- b** Click **Add**.
- c** Click **OK**, and then close the Printers folder.

If **Update Now** is unavailable, follow these steps:

- a** In the Options list, find 250-sheet tray or 500-sheet tray.
- b** Change the setting from Not Installed to Installed.
- c** Click **OK**, and then close the Printers folder.



SECTION 11
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## **Verify printer setup**

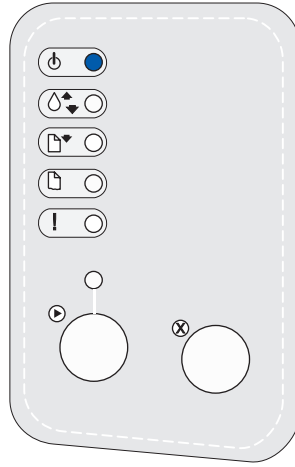
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Printing a menu settings page

## Printing a menu settings page

Print a menu settings page for a list of current printer settings.

- 1 When the Ready/Data light is on solid, press and release **Continue** to print the page.



- 2 On the menu settings page:
  - Verify that the options you installed are correctly listed under “Installed Features.”

**NOTE:** When you add or remove the optional 250-sheet tray, remember to update the printer’s configuration through your printer driver.

If an option you installed is not listed on the menu settings page, turn the printer off, unplug the power cord, and reinstall the option.

- Verify that the amount of memory installed is correctly listed under “Printer Information.” Verify that the paper trays are configured for the sizes and types of paper you loaded.

For tips on successful printing, examples of common operator panel light sequences, ways to improve print quality, solutions for printing problems, and instructions for replacing supplies, refer to the *Dell Workgroup Laser Printer S2500 User’s Guide* on the *Drivers and Utilities* CD (Start → Programs → Dell Printers → Dell Laser Printer S2500 → User’s Guide).

- 3** Update your driver by following the instructions in the table. If the printer is on the network, update the driver for each client.

Windows XP	<b>1</b> Click <b>Start</b> → <b>Control Panel</b> → <b>Printers and Other Hardware</b> → <b>Printers and Faxes</b> . <b>2</b> Right-click the <b>Dell Laser Printer S2500</b> icon. <b>3</b> Click <b>Properties</b> → <b>Device</b> (or <b>Options</b> ) → <b>Update</b> (or <b>Update Now</b> ). <b>4</b> Click <b>OK</b> → <b>OK</b> . Close the Printers folder.
Windows 2000 Windows NT 4.0	<b>1</b> Click <b>Start</b> → <b>Settings</b> → <b>Printers</b> . <b>2</b> Right-click the <b>Dell Laser Printer S2500</b> icon. <b>3</b> Click <b>Properties</b> → <b>Device</b> (or <b>Options</b> ) → <b>Update</b> (or <b>Update Now</b> ). <b>4</b> Click <b>OK</b> → <b>OK</b> . Close the Printers folder.
Windows Me Windows 95/98	<b>1</b> Click <b>Start</b> → <b>Settings</b> → <b>Printers</b> . <b>2</b> Right-click the <b>Dell Laser Printer S2500</b> icon. <b>3</b> Click <b>Properties</b> → <b>Device</b> (or <b>Features</b> ) → <b>Update</b> (or <b>Update Now</b> ). <b>4</b> Click <b>OK</b> → <b>OK</b> . Close the Printers folder.

If **Update** is unavailable, follow these steps:

- a** In the Available Options list, click **250-sheet tray** or **500-sheet tray**.
- b** Click **Add**.
- c** Click **OK**, and then close the Printers folder.

If **Update Now** is unavailable, follow these steps:

- a** In the Options list, find **250-sheet tray** or **500-sheet tray**.
- b** Change the setting from **Not Installed** to **Installed**.
- c** Click **OK**, and then close the Printers folder.

## Restoring factory defaults

You can make changes to printer settings or values by using the menus available through the Printer Settings Configuration sheet, PJL commands, or the Local Printer Setup Utility. For more information, see “Understanding the printer menus” in your *User’s Guide* for more information.

### Recommended method

Restore factory defaults through the Reset Factory Defaults menu item in the Utilities Menu. See “Understanding the printer menus” in your *User’s Guide* for more information.

### Alternate method

To restore the original printer settings (factory default settings):

- 1 Print a Printer Settings Configuration sheet. See “Understanding the printer menus” in your *User’s Guide* for more information.
- 2 Turn off the printer.
- 3 Open the Top-Front cover on the printer.
- 4 Hold down the **Continue** and the **Cancel** buttons simultaneously while powering on the printer. The LEDs on the printer will cycle.
- 5 Once the Error LED is on and the lights do not cycle, release the **Continue** and **Cancel** buttons.
- 6 Close the Top-Front cover on the printer.

The printer factory defaults are restored.

To return to the Home menu, press and hold **Cancel** until all of the lights cycle. To exit the menus, turn the printer off.

## SECTION 12

# Appendix

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Contacting Dell

Limited Warranties and Return Policy

Dell Computer Corporation Ink and Toner Cartridges  
Limited Warranties

Dell Software License Agreement

# Contacting Dell

To contact Dell electronically, you can access the following websites:

- [www.dell.com](http://www.dell.com)
- [support.dell.com](http://support.dell.com) (technical support)
- [premiersupport.dell.com](http://premiersupport.dell.com) (technical support for educational, government, healthcare, and medium/large business customers, including Premier, Platinum, and Gold customers)

For specific web addresses for your country, find the appropriate country section in the table below.

**NOTE:** Toll-free numbers are for use within the country for which they are listed.

When you need to contact Dell, use the electronic addresses, telephone numbers, and codes provided in the following table. If you need assistance in determining which codes to use, contact a local or an international operator.

Country (City) International Access Code Country Code City Code	Department Name or Service Area, Website and E-Mail Address	Area Codes, Local Numbers, and Toll-Free Numbers
Belgium (Brussels)	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	E-mail: <a href="mailto:tech_be@dell.com">tech_be@dell.com</a>	
Country Code: 32	E-mail for French Speaking Customers: <a href="mailto:support.euro.dell.com/be/fr/emaildell/">support.euro.dell.com/be/fr/emaildell/</a>	
City Code: 2	Technical Support	02 481 92 88
	Customer Care	02 481 91 19
	Corporate Sales	02 481 91 00
	Fax	02 481 92 99
	Switchboard	02 481 91 00

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Canada (North York, Ontario) International Access Code: 011 Country Code: 1	Online Order Status: <a href="http://www.dell.ca/ostatus">www.dell.ca/ostatus</a> AutoTech (automated technical support) TechFax Customer Care (Home Sales/Small Business) Customer Care (med./large business, government) Technical Support (Home Sales/Small Business) Technical Support (med./large bus., government) Sales (Home Sales/Small Business) Sales (med./large bus., government) Spare Parts Sales & Extended Service Sales	toll-free: 1-800-247-9362 toll-free: 1-800-950-1329 toll-free: 1-800-847-4096 toll-free: 1-800-326-9463 toll-free: 1-800-847-4096 toll-free: 1-800-387-5757 toll-free: 1-800-387-5752 toll-free: 1-800-387-5755 1 866 440 3355
Denmark (Copenhagen) International Access Code: 00 Country Code: 45	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a> E-mail Support (portable computers): <a href="mailto:den_nbk_support@dell.com">den_nbk_support@dell.com</a> E-mail Support (desktop computers): <a href="mailto:den_support@dell.com">den_support@dell.com</a> E-mail Support (servers): <a href="mailto:Nordic_server_support@dell.com">Nordic_server_support@dell.com</a> Technical Support Customer Care (Relational) Home/Small Business Customer Care Switchboard (Relational) Fax Switchboard (Relational) Switchboard (Home/Small Business) Fax Switchboard (Home/Small Business)	7023 0182 7023 0184 3287 5505 3287 1200 3287 1201 3287 5000 3287 5001

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
<b>Finland (Helsinki)</b>	Website: support.euro.dell.com	
International Access Code: 990	E-mail: fin_support@dell.com	
Country Code: 358	E-mail Support (servers):	
City Code: 9	Nordic_support@dell.com	
	Technical Support	09 253 313 60
	Technical Support Fax	09 253 313 81
	Relational Customer Care	09 253 313 38
	Home/Small Business Customer Care	09 693 791 94
	Fax	09 253 313 99
	Switchboard	09 253 313 00
<b>France (Paris) (Montpellier)</b>	Website: support.euro.dell.com	
International Access Code: 00	E-mail: support.euro.dell.com/fr/fr/emaildell/	
Country Code: 33	<b>Home and Small Business</b>	
City Codes: (1) (4)	Technical Support	0825 387 270
	Customer Care	0825 823 833
	Switchboard	0825 004 700
	Switchboard (calls from outside of France)	04 99 75 40 00
	Sales	0825 004 700
	Fax	0825 004 701
	Fax (calls from outside of France)	04 99 75 40 01
	<b>Corporate</b>	
	Technical Support	0825 004 719
	Customer Care	0825 338 339
	Switchboard	01 55 94 71 00
	Sales	01 55 94 71 00
	Fax	01 55 94 71 01



<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
<b>Germany (Langen)</b>	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	E-mail: <a href="mailto:tech_support_central_europe@dell.com">tech_support_central_europe@dell.com</a>	
Country Code: 49	Technical Support	06103 766-7200
City Code: 6103	Home/Small Business Customer Care	0180-5-224400
	Global Segment Customer Care	06103 766-9570
	Preferred Accounts Customer Care	06103 766-9420
	Large Accounts Customer Care	06103 766-9560
	Public Accounts Customer Care	06103 766-9555
	Switchboard	06103 766-7000
<b>Greece</b>	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	E-mail: <a href="mailto:support.euro.dell.com/gr/en/emaildell/">support.euro.dell.com/gr/en/emaildell/</a>	
Country Code: 30	Technical Support	080044149518
	Gold Technical Support	08844140083
	Switchboard	2108129800
	Sales	2108129800
	Fax	2108129812
<b>India</b>	Technical Support	1600 33 8045
	Sales	1600 33 8044

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
<b>Ireland (Cherrywood)</b>	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 16	E-mail: <a href="mailto:dell_direct_support@dell.com">dell_direct_support@dell.com</a>	
Country Code: 353	Ireland Technical Support	1850 543 543
City Code: 1	U.K. Technical Support (dial within U.K. only)	0870 908 0800
	Home User Customer Care	01 204 4014
	Small Business Customer Care	01 204 4014
	U.K. Customer Care (dial within U.K. only)	0870 906 0010
	Corporate Customer Care	1850 200 982
	Corporate Customer Care (dial within U.K. only)	0870 907 4499
	Ireland Sales	01 204 4444
	U.K. Sales (dial within U.K. only)	0870 907 4000
	Fax/SalesFax	01 204 0103
	Switchboard	01 204 4444
<b>Italy (Milan)</b>	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	E-mail: <a href="mailto:support.euro.dell.com/it/it/emaildell/">support.euro.dell.com/it/it/emaildell/</a>	
Country Code: 39	<b>Home and Small Business</b>	
City Code: 02	Technical Support	02 577 826 90
	Customer Care	02 696 821 14
	Fax	02 696 821 13
	Switchboard	02 696 821 12
	<b>Corporate</b>	
	Technical Support	02 577 826 90
	Customer Care	02 577 825 55
	Fax	02 575 035 30
	Switchboard	02 577 821

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Latin America	Customer Technical Support (Austin, Texas, U.S.A.)	512 728-4093
	Customer Service (Austin, Texas, U.S.A.)	512 728-3619
	Fax (Technical Support and Customer Service) (Austin, Texas, U.S.A.)	512 728-3883
	Sales (Austin, Texas, U.S.A.)	512 728-4397
	SalesFax (Austin, Texas, U.S.A.)	512 728-4600 or 512 728-3772
Luxembourg	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	E-mail: <a href="mailto:tech_be@dell.com">tech_be@dell.com</a>	
Country Code: 352	Technical Support (Brussels, Belgium)	3420808075
	Home/Small Business Sales (Brussels, Belgium)	toll-free: 080016884
	Corporate Sales (Brussels, Belgium)	02 481 91 00
	Customer Care (Brussels, Belgium)	02 481 91 19
	Fax (Brussels, Belgium)	02 481 92 99
	Switchboard (Brussels, Belgium)	02 481 91 00
Mexico	Customer Technical Support	001-877-384-8979
International Access Code: 00		or 001-877-269-3383
Country Code: 52	Sales	50-81-8800 or 01-800-888-3355
	Customer Service	001-877-384-8979 or 001-877-269-3383
	Main	50-81-8800 or 01-800-888-3355

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Netherlands (Amsterdam)	Website: support.euro.dell.com	
International Access Code: 00	E-mail (Technical Support):	
Country Code: 31	(Enterprise): nl_server_support@dell.com	
City Code: 20	(Latitude): nl_latitude_support@dell.com	
	(Inspiron): nl_inspiron_support@dell.com	
	(Dimension): nl_dimension_support@dell.com	
	(OptiPlex): nl_optiplex_support@dell.com	
	(Dell Precision): nl_workstation_support@dell.com	
	Technical Support	020 674 45 00
	Technical Support Fax	020 674 47 66
	Home/Small Business Customer Care	020 674 42 00
	Relational Customer Care	020 674 4325
	Home/Small Business Sales	020 674 55 00
	Relational Sales	020 674 50 00
	Home/Small Business Sales Fax	020 674 47 75
	Relational Sales Fax	020 674 47 50
	Switchboard	020 674 50 00
	Switchboard Fax	020 674 47 50
Norway (Lysaker)	Website: support.euro.dell.com	
International Access Code: 00	E-mail Support (portable computers):	
Country Code: 47	nor_nbk_support@dell.com	
	E-mail Support (desktop computers):	
	nor_support@dell.com	
	E-mail Support (servers):	
	nordic_server_support@dell.com	
	Technical Support	671 16882
	Relational Customer Care	671 17514
	Home/Small Business Customer Care	23162298
	Switchboard	671 16800
	Fax Switchboard	671 16865

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
<b>Poland (Warsaw)</b>	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 011	E-mail: <a href="mailto:pl_support@dell.com">pl_support@dell.com</a>	
Country Code: 48	Customer Service Phone	57 95 700
City Code: 22	Customer Care	57 95 999
	Sales	57 95 999
	Customer Service Fax	57 95 806
	Reception Desk Fax	57 95 998
	Switchboard	57 95 999
<b>Portugal</b>	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	E-mail: <a href="mailto:support.euro.dell.com/pt/en/emailldell/">support.euro.dell.com/pt/en/emailldell/</a>	
Country Code: 351	Technical Support	707200149
	Customer Care	800 300 413
	Sales	800 300 410 or 800 300 411 or 800 300 412 or 21 422 07 10
	Fax	21 424 01 12
<b>Puerto Rico</b>	General Support	1-800-805-7545
<b>Singapore (Singapore)</b>	Technical Support	toll-free: 800 6011 051
International Access Code: 005	Customer Service (Penang, Malaysia)	604 633 4949
Country Code: 65	Transaction Sales	toll-free: 800 6011 054
	Corporate Sales	toll-free: 800 6011 053

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Spain (Madrid)	Website: support.euro.dell.com	
International Access Code: 00	E-mail: support.euro.dell.com/es/es/emaildell/	
Country Code: 34	Home and Small Business	
City Code: 91	Technical Support	902 100 130
	Customer Care	902 118 540
	Sales	902 118 541
	Switchboard	902 118 541
	Fax	902 118 539
	Corporate	
	Technical Support	902 100 130
	Customer Care	902 118 546
	Switchboard	91 722 92 00
	Fax	91 722 95 83
Sweden (Upplands Vasby)	Website: support.euro.dell.com	
International Access Code: 00	E-mail: swe_support@dell.com	
Country Code: 46	E-mail Support for Latitude and Inspiron: Swe-nbk_kats@dell.com	
City Code: 8	E-mail Support for OptiPlex: Swe_kats@dell.com	
	E-mail Support for Servers: Nordic_server_support@dell.com	
	Technical Support	08 590 05 199
	Relational Customer Care	08 590 05 642
	Home/Small Business Customer Care	08 587 70 527
	Employee Purchase Program (EPP) Support	20 140 14 44
	Fax Technical Support	08 590 05 594
	Sales	08 590 05 185

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Switzerland (Geneva)	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	E-mail: <a href="mailto:swisstech@dell.com">swisstech@dell.com</a>	
Country Code: 41	E-mail for French-speaking HSB and Corporate	
City Code: 22	Customers: <a href="http://support.euro.dell.com/ch/fr/emaildell/">support.euro.dell.com/ch/fr/emaildell/</a>	
	Technical Support (Home and Small Business)	0844 811 411
	Technical Support (Corporate)	0844 822 844
	Customer Care (Home and Small Business)	0848 802 202
	Customer Care (Corporate)	0848 821 721
	Fax	022 799 01 90
	Switchboard	022 799 01 01
U.K. (Bracknell)	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	Customer Care website: <a href="http://support.euro.dell.com/uk/en/ECare/Form/Home.asp">support.euro.dell.com/uk/en/ECare/Form/Home.asp</a>	
Country Code: 44		
City Code: 1344	E-mail: <a href="mailto:dell_direct_support@dell.com">dell_direct_support@dell.com</a>	
	Technical Support (Corporate/Preferred Accounts/PAD [1000+ employees])	0870 908 0500
	Technical Support (direct/PAD and general)	0870 908 0800
	Global Accounts Customer Care	01344 373 186
	Home and Small Business Customer Care	0870 906 0010
	Corporate Customer Care	01344 373 185
	Preferred Accounts (500–5000 employees) Customer Care	0870 906 0010
	Central Government Customer Care	01344 373 193
	Local Government & Education Customer Care	01344 373 199
	Health Customer Care	01344 373 194
	Home and Small Business Sales	0870 907 4000
	Corporate/Public Sector Sales	01344 860 456

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
U.S.A. (Austin, Texas)	Automated Order-Status Service	toll-free: 1-800-433-9014
International Access Code: 011	AutoTech (portable and desktop computers)	toll-free: 1-800-247-9362
Country Code: 1	<b>Consumer</b> (Home and Home Office)	
	Technical Support	toll-free: 1-800-624-9896
	Customer Service	toll-free: 1-800-624-9897
	DellNet™ Service and Support	toll-free: 1-877-Dellnet (1-877-335-5638)
	Employee Purchase Program (EPP) Customers	toll-free: 1-800-695-8133
	Financial Services website: <a href="http://www.dellfinancialservices.com">www.dellfinancialservices.com</a>	
	Financial Services (lease/loans)	toll-free: 1-877-577-3355
	Financial Services (Dell Preferred Accounts [DPA])	toll-free: 1-800-283-2210
	<b>Business</b>	
	Customer Service and Technical Support	toll-free: 1-800-822-8965
	Employee Purchase Program (EPP) Customers	toll-free: 1-800-695-8133
	Projectors Technical Support	toll-free: 1-877-459-7298
	<b>Public</b> (government, education, and healthcare)	
	Customer Service and Technical Support	toll-free: 1-800-456-3355
	Employee Purchase Program (EPP) Customers	toll-free: 1-800-234-1490
	Dell Sales	toll-free: 1-800-289-3355 or toll-free: 1-800-879-3355
	Dell Outlet Store (Dell refurbished computers)	toll-free: 1-888-798-7561
	Software and Peripherals Sales	toll-free: 1-800-671-3355
	Spare Parts Sales	toll-free: 1-800-357-3355
	Extended Service and Warranty Sales	toll-free: 1-800-247-4618
	Fax	toll-free: 1-800-727-8320
	Dell Services for the Deaf, Hard-of-Hearing, or Speech-Impaired	toll-free: 1-877-DELLTTY (1-877-335-5889)



# Limited Warranties and Return Policy

Dell-branded hardware products purchased in the U.S. or Canada come with either a 90-day, one-year, two-year, three-year, or four-year limited warranty. To determine which warranty came with your hardware product(s), see your packing slip or invoice. The following sections describe the limited warranties and return policy for the U.S., the limited warranties and return policy for Canada, and the manufacturer guarantee for Latin America and the Caribbean.

## Limited Warranty for Dell-Branded Hardware Products (U.S. Only)

### What is covered by this limited warranty?

This limited warranty covers defects in materials and workmanship in your—our end-user customer's—Dell-branded hardware products, including Dell-branded peripheral products.

### What is not covered by this limited warranty?

This limited warranty does not cover:

- Software, including the operating system and software added to the Dell-branded hardware products through our factory-integration system, third-party software, or the reloading of software
- Non-Dell-branded and Solution Provider Direct products and accessories
- Problems that result from:
  - External causes such as accident, abuse, misuse, or problems with electrical power
  - Servicing not authorized by Dell
  - Usage that is not in accordance with product instructions
  - Failure to follow the product instructions or failure to perform preventive maintenance
  - Problems caused by using accessories, parts, or components not supplied by Dell
- Products with missing or altered service tags or serial numbers
- Products for which we have not received payment

**THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE (OR JURISDICTION TO JURISDICTION). DELL'S RESPONSIBILITY FOR MALFUNCTIONS AND DEFECTS IN HARDWARE IS LIMITED TO REPAIR AND REPLACEMENT AS SET FORTH IN THIS WARRANTY STATEMENT. ALL EXPRESS AND IMPLIED WARRANTIES FOR THE PRODUCT, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN TIME TO THE TERM OF THE LIMITED WARRANTY PERIOD REFLECTED ON YOUR PACKING SLIP OR INVOICE. NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER THE LIMITED WARRANTY PERIOD HAS EXPIRED. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THIS LIMITATION MAY NOT APPLY TO YOU.**

WE DO NOT ACCEPT LIABILITY BEYOND THE REMEDIES PROVIDED FOR IN THIS LIMITED WARRANTY OR FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, ANY LIABILITY FOR THIRD-PARTY CLAIMS AGAINST YOU FOR DAMAGES, FOR PRODUCTS NOT BEING AVAILABLE FOR USE, OR FOR LOST DATA OR LOST SOFTWARE. OUR LIABILITY WILL BE NO MORE THAN THE AMOUNT YOU PAID FOR THE PRODUCT THAT IS THE SUBJECT OF A CLAIM. THIS IS THE MAXIMUM AMOUNT FOR WHICH WE ARE RESPONSIBLE.

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

**How long does this limited warranty last?**

This limited warranty lasts for the time period indicated on your packing slip or invoice, except that the limited warranty on Dell-branded batteries lasts only one year and the limited warranty on the lamps for Dell-branded projectors lasts only ninety days. The limited warranty begins on the date of the packing slip or invoice. The warranty period is not extended if we repair or replace a warranted product or any parts. Dell may change the availability of limited warranties, at its discretion, but any changes will not be retroactive.

**What do I do if I need warranty service?**

Before the warranty expires, please call us at the relevant number listed in the following table. Please also have your Dell service tag number or order number available.

<b>Individual Home Consumers:</b>	<b>U.S. Only</b>
Technical Support	1-800-624-9896
Customer Service	1-800-624-9897
<b>Individual Home Consumers who purchased through an Employee Purchase Program:</b>	
Technical Support and Customer Service	1-800-822-8965
<b>Home and Small Business Commercial Customers:</b>	
Technical Support and Customer Service	1-800-456-3355
<b>Medium, Large, or Global Commercial Customers, Healthcare Customers, and Value Added Resellers (VARs):</b>	
Technical Support and Customer Service	1-877-459-7298
<b>Government and Education Customers:</b>	
Technical Support and Customer Service	1-877-459-7298
<b>Dell-Branded Memory</b>	1-888-363-5150

**What will Dell do?**

During the 90 days of the 90-day limited warranty and the first year of all other limited warranties: During the 90 days of the 90-day limited warranty and the first year of all other limited warranties, we will repair any Dell-branded hardware products returned to us that prove to be defective in materials or workmanship. If we are not able to repair the product, we will replace it with a comparable product that is new or refurbished.

When you contact us, we will issue a Return Material Authorization Number for you to include with your return. You must return the products to us in their original or equivalent packaging, prepay shipping charges, and insure the shipment or accept the risk if the product is lost or damaged in shipment. We will return the repaired or replacement products to you. We will pay to ship the repaired or replaced products to you if you use an address in the United States (excluding Puerto Rico and U.S. possessions and territories). Otherwise, we will ship the product to you freight collect.

If we determine that the product is not covered under this warranty, we will notify you and inform you of service alternatives that are available to you on a fee basis.

**NOTE:** Before you ship the product(s) to us, make sure to back up the data on the hard drive(s) and any other storage device(s) in the product(s). Remove any confidential, proprietary, or personal information and removable media such as floppy disks, CDs, or PC Cards. We are not responsible for any of your confidential, proprietary, or personal information; lost or corrupted data; or damaged or lost removable media.

**During the remaining years:** For the remaining period of the limited warranty, we will replace any defective part with new or refurbished parts, if we agree that it needs to be replaced. When you contact us, we will require a valid credit card number at the time you request a replacement part, but we will not charge you for the replacement part as long as you return the original part to us within thirty days after we ship the replacement part to you. If we do not receive the original part within thirty days, we will charge to your credit card the then-current standard price for that part.

We will pay to ship the part to you if you use an address in the United States (excluding Puerto Rico and U.S. possessions and territories). Otherwise, we will ship the part freight collect. We will also include a prepaid shipping container with each replacement part for your use in returning the replaced part to us.

**NOTE:** Before you replace parts, make sure to back up the data on the hard drive(s) and any other storage device(s) in the product(s). We are not responsible for lost or corrupted data.

### **What if I purchased a service contract?**

If your service contract is with Dell, service will be provided to you under the terms of the service agreement. Please refer to that contract for details on how to obtain service.

If you purchased through us a service contract with one of our third-party service providers, please refer to that contract for details on how to obtain service.

### **How will you fix my product?**

We use new and refurbished parts made by various manufacturers in performing warranty repairs and in building replacement parts and systems. Refurbished parts and systems are parts or systems that have been returned to Dell, some of which were never used by a customer. All parts and systems are inspected and tested for quality.

Replacement parts and systems are covered for the remaining period of the limited warranty for the product you bought. Dell owns all parts removed from repaired products.

## What do I do if I am not satisfied?

We pride ourselves on our great customer service. If you are not satisfied with the service you receive under this limited warranty, please let us know. We have found that the best way to resolve issues regarding our limited warranty is to work together. If, after those discussions, you are still not satisfied, we believe arbitration is the most expeditious way to resolve your concerns. Therefore, **ANY CLAIM, DISPUTE, OR CONTROVERSY (WHETHER IN CONTRACT, TORT, OR OTHERWISE, WHETHER PREEXISTING, PRESENT, OR FUTURE, AND INCLUDING STATUTORY, COMMON LAW, INTENTIONAL TORT, AND EQUITABLE CLAIMS) AGAINST DELL** arising from or relating to this limited warranty, its interpretation, or the breach, termination, or validity thereof, the relationships which result from this limited warranty (including, to the full extent permitted by applicable law, relationships with third parties), Dell's advertising, or any related purchase **SHALL BE RESOLVED EXCLUSIVELY AND FINALLY BY BINDING ARBITRATION ADMINISTERED BY THE NATIONAL ARBITRATION FORUM (NAF)** under its Code of Procedure then in effect (available via the Internet at [www.arb-forum.com/](http://www.arb-forum.com/) or via telephone at 1-800-474-2371). The arbitration will be limited solely to the dispute or controversy between you and Dell. Any award of the arbitrator(s) shall be final and binding on each of the parties, and may be entered as a judgment in any court of competent jurisdiction. Information may be obtained and claims may be filed with the NAF at P.O. Box 50191, Minneapolis, MN 55405. This provision applies only to individual home consumers and consumers who purchased through an employee purchase program. It does not apply to small, medium, large, and global commercial customers or government, education, and healthcare customers.

## May I transfer the limited warranty?

Limited warranties on systems may be transferred if the current owner transfers ownership of the system and records the transfer with us. The limited warranty on Dell-branded memory may not be transferred. You may record your transfer by going to Dell's website:

- If you are an Individual Home Consumer, go to [www.dell.com/us/en/dhs/topics/sbtopic\\_015\\_ccare.htm](http://www.dell.com/us/en/dhs/topics/sbtopic_015_ccare.htm)
- If you are a Home Office, Small, Medium, Large, or Global Commercial Customer, go to [www.dell.com/us/en/biz/topics/sbtopic\\_ccare\\_nav\\_015\\_ccare.htm](http://www.dell.com/us/en/biz/topics/sbtopic_ccare_nav_015_ccare.htm)
- If you are a Government, Education, or Healthcare Customer, or an Individual Home Consumer who purchased through an employee purchase program, go to [www.dell.com/us/en/pub/topics/sbtopic\\_015\\_ccare.htm](http://www.dell.com/us/en/pub/topics/sbtopic_015_ccare.htm)

If you do not have Internet access, call your customer care representative or call 1-800-624-9897.

## "Total Satisfaction" Return Policy (U.S. Only)

We value our relationship with you and want to make sure that you're satisfied with your purchases. That's why we offer a "Total Satisfaction" return policy for most products that you—the end-user customer—purchase directly from Dell. Under this policy, you may return to Dell products that you purchased directly from Dell for a credit or a refund of the purchase price paid, less shipping and handling and applicable restocking fees as follows:

- **New Hardware Products and Accessories** — All new hardware, accessories, parts, and unopened software still in its sealed package, excluding the products listed below, may be returned within thirty days from the date on the packing slip or invoice. To return applications software or an operating system that has been installed by Dell, you must return the entire computer. A different return policy applies to nondefective products purchased through Dell's Software and Peripherals division by customers of our Small and Medium Business divisions. Those products may be returned within thirty days from the date on the packing slip or invoice, but a fifteen percent (15%) restocking fee will be deducted from any refund or credit. The "Total Satisfaction" Return Policy and Software and Peripherals division return policy are not available for Dell | EMC storage products, EMC-branded products, or enterprise software.

- **Reconditioned or Refurbished Dell-Branded Hardware Products and Parts** — All reconditioned or refurbished Dell-branded server and storage products may be returned within thirty days from the date on the packing slip or invoice. All other reconditioned or refurbished Dell-branded hardware products and parts may be returned within fourteen days of the date on the packing slip or invoice.

To return products, e-mail or call Dell customer service to receive a Credit Return Authorization Number within the return policy period applicable to the product you want to return. You must obtain a Credit Return Authorization Number in order to return the product. See "Contacting Dell" or "Getting Help" in your customer documentation (or [www.dell.com/us/en/gen/contact.htm](http://www.dell.com/us/en/gen/contact.htm)) to find the appropriate contact information for obtaining customer assistance.

You must ship the products to Dell within five days of the date that Dell issues the Credit Return Authorization Number. You must also return the products to Dell in their original packaging, in as-new condition along with any media, documentation, and all other items that were included in the original shipment, prepay shipping charges, and insure the shipment or accept the risk of loss or damage during shipment.

## **Limited Warranty Terms for Dell-Branded Hardware Products (Canada Only)**

### **What is covered by this limited warranty?**

This limited warranty covers defects in materials and workmanship in your—our end-user customer's—Dell-branded hardware products, including Dell-branded peripheral products.

### **What is not covered by this limited warranty?**

This limited warranty does not cover:

- Software, including the operating system and software added to the Dell-branded hardware products through our factory-integration system, or the reloading of the software
- Non-Dell branded and Solution Provider Direct products and accessories
- Problems that result from:
  - External causes such as accident, abuse, misuse, or problems with electrical power
  - Servicing not authorized by Dell
  - Usage that is not in accordance with product instructions
  - Failure to follow the product instructions or failure to perform preventive maintenance
  - Problems caused by using accessories, parts, or components not supplied by Dell
- Products with missing or altered service tags or serial numbers
- Products for which we have not received payment

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM PROVINCE TO PROVINCE. DELL'S RESPONSIBILITY FOR MALFUNCTIONS AND DEFECTS IN PRODUCT IS LIMITED TO REPAIR AND REPLACEMENT AS SET FORTH IN THIS WARRANTY STATEMENT, FOR THE TERM OF THE WARRANTY PERIOD REFLECTED ON YOUR PACKING SLIP OR INVOICE. EXCEPT FOR THE EXPRESS WARRANTIES CONTAINED IN THIS WARRANTY STATEMENT, DELL DISCLAIMS ALL OTHER WARRANTIES AND CONDITIONS, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, STATUTORY OR OTHERWISE. SOME PROVINCES DO NOT ALLOW THE EXCLUSION OF CERTAIN IMPLIED WARRANTIES OR CONDITIONS, OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY OR CONDITION LASTS. THEREFORE, THE FOREGOING EXCLUSIONS AND LIMITATIONS MAY NOT APPLY TO YOU.

WE DO NOT ACCEPT LIABILITY BEYOND THE REMEDIES PROVIDED FOR IN THIS WARRANTY STATEMENT OR FOR SPECIAL, INDIRECT, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, ANY LIABILITY FOR THIRD-PARTY CLAIMS AGAINST YOU FOR DAMAGES, FOR PRODUCTS NOT BEING AVAILABLE FOR USE, OR FOR LOST DATA OR LOST SOFTWARE. OUR LIABILITY WILL BE NO MORE THAN THE AMOUNT YOU PAID FOR THE PRODUCT THAT IS THE SUBJECT OF A CLAIM. THIS IS THE MAXIMUM AMOUNT FOR WHICH WE ARE RESPONSIBLE.

SOME PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF SPECIAL, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

### **How long does this limited warranty last?**

This limited warranty lasts for the time period indicated on your packing slip or invoice, except that the limited warranty on Dell-branded batteries lasts only one year and the limited warranty on the lamps for Dell-branded projectors lasts only ninety days. The limited warranty begins on the date of the packing slip or invoice. The warranty period is not extended if we repair or replace a warranted product or any parts. Dell may change the terms and availability of limited warranties, at its discretion, but any changes will not be retroactive (that is, the warranty terms in place at the time of purchase will apply to your purchase).

## What do I do if I need warranty service?

Before the warranty expires, please call us at the relevant number listed in the following table. Please also have your Dell service tag number or order number available.

<b>Individual Home Consumers; Home Office and Small Business Customers:</b>	<b>Canada Only</b>
Technical Support and Customer Service	1-800-847-4096
<b>Medium, Large, and Global Commercial Customers; Government, Education, and Healthcare Customers; and Value Added Resellers (VARs):</b>	
Technical Support	1-800-387-5757
Customer Service	1-800-326-9463
<b>Government or Education Customers, or Individual Home Consumers who purchased through an Employee Purchase Program:</b>	
Technical Support	1-800-387-5757
Customer Service	1-800-326-9463 (Extension 8221 for Individual Consumers)
<b>Dell-Branded Memory</b>	1-888-363-5150

## What will Dell do?

**During the 90 days of the 90-day limited warranty and the first year of all other limited warranties:** During the 90 days of the 90-day limited warranty and the first year of all other limited warranties, we will repair any Dell-branded hardware products returned to us that prove to be defective in materials or workmanship. If we are not able to repair the product, we will replace it with a comparable product that is new or refurbished.

When you contact us, we will issue a Return Material Authorization Number for you to include with your return. You must return the products to us in their original or equivalent packaging, prepay shipping charges, and insure the shipment or accept the risk if the product is lost or damaged in shipment. We will return the repaired or replacement products to you. We will pay to ship the repaired or replaced products to you if you use an address in Canada. Otherwise, we will ship the product to you freight collect.

If we determine that the problem is not covered under this warranty, we will notify you and inform you of service alternatives that are available to you on a fee basis.

**NOTE:** Before you ship the product(s) to us, make sure to back up the data on the hard drive(s) and any other storage device(s) in the product(s). Remove any confidential, proprietary or personal information, removable media, such as floppy disks, CDs, or PC Cards. We are not responsible for any of your confidential, proprietary or personal information; lost or corrupted data; or damaged or lost removable media.

**During the remaining years following the first year of all limited warranties:** We will replace any defective part with new or refurbished parts, if we agree that it needs to be replaced. When you contact us, we will require a valid credit card number at the time you request a replacement part, but we will not charge you for the replacement part as long as you return the original part to us within thirty days after we ship the replacement part to you. If we do not receive the original part within thirty days, we will charge to your credit card the then-current standard price for that part.

We will pay to ship the part to you if you use an address in Canada. Otherwise, we will ship the part freight collect. We will also include a prepaid shipping container with each replacement part for your use in returning the replaced part to us.

**NOTE:** Before you replace parts, make sure to back up the data on the hard drive(s) and any other storage device(s) in the product(s). We are not responsible for lost or corrupted data.

### **What if I purchased a service contract?**

If your service contract is with Dell, service will be provided to you under the terms of the service contract. Please refer to that contract for details on how to obtain service. Dell's service contracts can be found online at [www.dell.ca](http://www.dell.ca) or by calling Customer Care at 1-800-847-4096. If you purchased through us a service contract with one of our third-party service providers, please refer to that contract (mailed to you with your packing slip or invoice) for details on how to obtain service.

### **How will you fix my product?**

We use new and refurbished parts made by various manufacturers in performing warranty repairs and in building replacement parts and systems. Refurbished parts and systems are parts or systems that have been returned to Dell, some of which were never used by a customer. All parts and systems are inspected and tested for quality. Replacement parts and systems are covered for the remaining period of the limited warranty for the product you bought. Dell owns all parts removed from repaired products.

### **What do I do if I am not satisfied?**

We pride ourselves on our great customer service. If you are not satisfied with the service you receive under this limited warranty, please let us know. We have found that the best way to resolve issues regarding our limited warranty is to work together. If, after those discussions, you are still not satisfied, we believe arbitration is the most expeditious way to resolve your concerns. Therefore, **ANY CLAIM, DISPUTE, OR CONTROVERSY (WHETHER IN CONTRACT, TORT, OR OTHERWISE, WHETHER PREEXISTING, PRESENT OR FUTURE, AND INCLUDING STATUTORY, COMMON LAW, INTENTIONAL TORT, AND EQUITABLE CLAIMS) AGAINST DELL** arising from or relating to this limited warranty, its interpretation, or the breach, termination or validity thereof, the relationships which result from this limited warranty (including, to the full extent permitted by applicable law, relationships with third parties), Dell's advertising, or any related purchase **SHALL BE RESOLVED EXCLUSIVELY AND FINALLY BY BINDING ARBITRATION ADMINISTERED BY THE NATIONAL ARBITRATION FORUM (NAF)** under its Code of Procedure then in effect (available via the Internet at [www.arb-forum.com/](http://www.arb-forum.com/), or via telephone at 1-800-474-2371). The arbitration will be limited solely to the dispute or controversy between you and Dell. Any award of the arbitrator(s) shall be final and binding on each of the parties, and may be entered as a judgment in any court of competent jurisdiction. Information may be obtained and claims may be filed with the NAF at P.O. Box 50191, Minneapolis, MN 55405.

### **May I transfer the limited warranty?**

Limited warranties on systems may be transferred if the current owner transfers ownership of the system and records the transfer with us. The limited warranty on Dell-branded memory may not be transferred. You may record your transfer by going to Dell's website:

- For Canada-purchased computers (in-country transfers) and to transfer from one customer to another, go to [www.dell.ca/ca/en/gen/topics/segtopic\\_ccare\\_nav\\_013\\_ccare.htm](http://www.dell.ca/ca/en/gen/topics/segtopic_ccare_nav_013_ccare.htm)
- For out-of-country transfers (outside of the original country of purchase), go to [www.dell.com/us/en/biz/topics/sbtopic\\_ccare\\_nav\\_016\\_ccare.htm](http://www.dell.com/us/en/biz/topics/sbtopic_ccare_nav_016_ccare.htm)



If you do not have Internet access, call Dell at 1-800-847-4096 (Home Consumer customers) or 1-800-326-9463 (Corporate Commercial or Government customers).

## **"Total Satisfaction" Return Policy (Canada Only)**

If you are an end-user customer who bought new products directly from Dell, you may return them to Dell up to 30 days after you receive them for a refund or credit of the product purchase price. If you are an end-user customer who bought reconditioned or refurbished products from Dell, you may return them to Dell within 14 days after the date on the packing slip or invoice for a refund or credit of the product purchase price. In either case, the refund or credit will not include any shipping and handling charges shown on your packing slip or invoice and will be subject to a fifteen percent (15%) restocking fee, unless otherwise prohibited by law. If you are an organization that bought the products under a written agreement with Dell, the agreement may contain different terms for the return of products than specified by this policy.

To return products, you must call Dell Customer Service at 1-800-847-4096 to receive a Credit Return Authorization Number. To expedite the process of your refund or credit, Dell expects you to return the products to Dell in their original packaging within five days of the date that Dell issues the Credit Return Authorization Number. You must also prepay shipping charges and insure the shipment or accept the risk of loss or damage during shipment. You may return software for a refund or credit only if the sealed package containing the floppy disk(s) or CD(s) is unopened. Returned products must be in as-new condition, and all of the manuals, floppy disk(s), CD(s), power cables, and other items included with a product must be returned with it. For customers who want to return, for refund or credit only, either application or operating system software that has been installed by Dell, the whole system must be returned, along with any media and documentation that may have been included in the original shipment.

The "Total Satisfaction" Return Policy does not apply to Dell | EMC storage products. It also does not apply to products purchased through Dell's Software and Peripherals division. For those products, please instead refer to Dell's Software and Peripheral's then-current return policy (see the following section, "Dell Software and Peripherals (Canada Only)").

## **Dell Software and Peripherals (Canada Only)**

### **Third-Party Software and Peripherals Products**

Similar to other resellers of software and peripherals, Dell does not warrant third-party products. Third-party software and peripheral products are covered by the warranties provided by the original manufacturer or publisher only. Third-party manufacturer warranties vary from product to product. Consult your product documentation for specific warranty information. More information may also be available from the manufacturer or publisher.

While Dell offers a wide selection of software and peripheral products, we do not specifically test or guarantee that all of the products we offer work with any or all of the various models of Dell computers, nor do we test or guarantee all of the products we sell on the hundreds of different brands of computers available today. If you have questions about compatibility, we recommend and encourage you to contact the third-party software and peripheral product manufacturer or publisher directly.

## **Dell-Branded Peripheral Products**

Dell does provide a limited warranty for new Dell-branded peripheral products (products for which Dell is listed as the manufacturer) such as monitors, batteries, memory, docking stations, and projectors). To determine which limited warranty applies to the product you purchased, see the Dell packing slip or invoice and/or the product documentation that accompanied your product. Descriptions of Dell's limited warranties are described in preceding sections.

## **Return Policy**

If you are an end-user customer who bought Dell Software and Peripherals products directly from a Dell company, you may return Dell Software and Peripherals products that are in as-new condition to Dell up to 30 days from the date on the packing slip or invoice for a refund of the product purchase price if already paid. This refund will not include any shipping and handling charges shown on your packing slip or invoice; you are responsible for those.

To return products, you must call Dell Customer Service at 1-800-387-5759 to receive a Credit Return Authorization Number. You must ship the Dell Software and Peripherals products back to Dell in their original manufacturer's packaging (which must be in as-new condition), prepay shipping charges, and insure the shipment or accept the risk of loss or damage during shipment.

To qualify for refund or replacement, returned products must be in as-new condition, software products must be unopened, and all of the manuals, floppy disk(s), CD(s), power cables, and other items included with a product must be returned with it.

## **One-Year End-User Manufacturer Guarantee (Latin America and the Caribbean Only)**

### **Guarantee**

Dell Computer Corporation ("Dell") warrants to the end user in accordance with the following provisions that its branded hardware products, purchased by the end user from a Dell company or an authorized Dell distributor in Latin America or the Caribbean, will be free from defects in materials, workmanship, and design affecting normal use, for a period of one year from the original purchase date. Products for which proper claims are made will, at Dell's option, be repaired or replaced at Dell's expense. Dell owns all parts removed from repaired products. Dell uses new and reconditioned parts made by various manufacturers in performing repairs and building replacement products.

### **Exclusions**

This Guarantee does not apply to defects resulting from: improper or inadequate installation, use, or maintenance; actions or modifications by unauthorized third parties or the end user; accidental or willful damage; or normal wear and tear.

## **Making a Claim**

Claims must be made in Latin America or the Caribbean by contacting the Dell point of sale within the guarantee period. The end user must always supply proof of purchase, indicating name and address of the seller, date of purchase, model and serial number, name and address of the customer, and details of symptoms and configuration at the time of malfunction, including peripherals and software used. Otherwise, Dell may refuse the guarantee claim. Upon diagnosis of a warranted defect, Dell will make arrangements and pay for ground freight and insurance to and from Dell's repair/replacement center. The end user must ensure that the defective product is available for collection properly packed in original or equally protective packaging together with the details listed above and the return number provided to the end user by Dell.

## **Limitation and Statutory Rights**

Dell makes no other warranty, guarantee or like statement other than as explicitly stated above, and this Guarantee is given in place of all other guarantees whatsoever, to the fullest extent permitted by law. In the absence of applicable legislation, this Guarantee will be the end user's sole and exclusive remedy against Dell or any of its affiliates, and neither Dell nor any of its affiliates shall be liable for loss of profit or contracts, or any other indirect or consequential loss arising from negligence, breach of contract, or howsoever.

**This Guarantee does not impair or affect mandatory statutory rights of the end user against and/or any rights resulting from other contracts concluded by the end user with Dell and/or any other seller.**

### **Dell World Trade LP**

One Dell Way, Round Rock, TX 78682, USA

**Dell Computadores do Brasil Ltda (CNPJ No. 72.381.189/0001-10)/**

**Dell Commercial do Brasil Ltda (CNPJ No. 03 405 822/0001-40)**

Avenida Industrial Belgraf, 400

92990-000 - Eldorado do Sul – RS - Brasil

### **Dell Computer de Chile Ltda**

Coyancura 2283, Piso 3- Of.302,

Providencia, Santiago - Chile

### **Dell Computer de Colombia Corporation**

Carrera 7 #115-33 Oficina 603

Bogota, Colombia

### **Dell Computer de Mexico SA de CV**

Paseo de la Reforma 2620 - 11° Piso

Col. Lomas Altas

11950 México, D.F.

# Dell Computer Corporation

## Ink and Toner Cartridges Limited Warranties

The following sections describe the limited warranty for ink and toner cartridges for the U.S., Canada, and Latin America. Refer to the appropriate limited warranty accordingly.

### Ink and Toner Cartridges Limited Warranty (U.S. and Canada Only)

Dell Computer Corporation warrants to the original purchaser of genuine Dell-branded toner cartridges that they will be free from defects in material and workmanship for the life of the cartridge and that for genuine Dell-branded ink cartridges they will be free from defects in material and workmanship for two years beginning on the date of invoice. If this product proves defective in either material or workmanship, it will be replaced without charge during the limited warranty period if returned to Dell. You must first call our toll-free number to get your return authorization. In the U.S., call 1-800-822-8965; in Canada, call 1-800-387-5757. If we are not able to replace the product because it has been discontinued or is not available, we will either replace it with a comparable product or reimburse you for the cartridge purchase cost, at Dell's sole option. This limited warranty does not apply to ink or toner cartridges that have been refilled or improperly stored or due to problems resulting from misuse, abuse, accident, neglect, mishandling, incorrect environments, or wear from ordinary use.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE (OR JURISDICTION TO JURISDICTION). DELL'S RESPONSIBILITY FOR MALFUNCTIONS AND DEFECTS IN HARDWARE IS LIMITED TO REPLACEMENT AS SET FORTH IN THIS WARRANTY STATEMENT. FOR CANADIAN CUSTOMERS, EXCEPT FOR THE EXPRESS WARRANTIES CONTAINED IN THIS WARRANTY STATEMENT, DELL DISCLAIMS ALL OTHER WARRANTIES AND CONDITIONS, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, FOR THE PRODUCT. FOR U.S. CUSTOMERS, ALL EXPRESS AND IMPLIED WARRANTIES FOR THE PRODUCT, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED IN TIME TO THE TERM OF THIS LIMITED WARRANTY. NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER THE LIMITED WARRANTY PERIOD HAS EXPIRED. SOME STATES OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF CERTAIN IMPLIED WARRANTIES OR CONDITIONS, OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY OR CONDITION LASTS, SO THIS LIMITATION MAY NOT APPLY TO YOU. THIS WARRANTY COVERAGE TERMINATES IF YOU SELL OR OTHERWISE TRANSFER THIS PRODUCT TO ANOTHER PARTY.

DELL DOES NOT ACCEPT LIABILITY BEYOND THE REMEDIES PROVIDED FOR IN THIS LIMITED WARRANTY OR FOR SPECIAL, INDIRECT, CONSEQUENTIAL OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, ANY LIABILITY FOR THIRD-PARTY CLAIMS AGAINST YOU FOR DAMAGES, FOR PRODUCTS NOT BEING AVAILABLE FOR USE, OR FOR LOST DATA OR LOST SOFTWARE. DELL'S LIABILITY WILL BE NO MORE THAN THE AMOUNT YOU PAID FOR THE PRODUCT THAT IS THE SUBJECT OF A CLAIM. THIS IS THE MAXIMUM AMOUNT FOR WHICH DELL IS RESPONSIBLE.

SOME STATES OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

## **Ink and Toner Cartridges Limited Warranty (Latin America Only)**

Dell Computer Corporation warrants to the original purchaser of genuine Dell-branded toner cartridges that the cartridges will be free from defects resulting from material or manufacturing process for the life of the cartridge. For the original purchaser of genuine Dell-branded ink cartridges, Dell warrants that the cartridges will be free from defects resulting from material or manufacturing process for one year beginning from the date of delivery.

If this product presents defects resulting from either material or manufacturing process, it will be replaced without charge during the limited warranty period if returned to Dell.

In order to obtain the necessary information to enable the replacement, call the appropriate toll-free number. In Mexico, call 001-877-533-6230; in Puerto Rico, call 1-877-839-5123. In cases in which either the production of the cartridge has been discontinued or the cartridge is not available, Dell reserves the right, at its sole discretion, to choose between replacing it by a similar product or reimbursing you for the purchase cost.

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